



**Supplier Quotation Website  
Domestic use**  
Toll Transitions Management System  
Version 3

National Supplier & Procurement Manager

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## Introduction

The TMS Supplier Quotation website is utilised by the panel of Toll Transitions Suppliers to:

- View available Request for Quotations and submit quotes, or multiple quotes for WORC Moves
- Accept or decline awarded jobs – ‘Successful Quotes’ section,
- Update and review Purchase Orders for jobs that have been accepted – ‘Active Orders’ (Purchase Orders for removal services)
- Review archived Purchase Orders for completed jobs – ‘Completed Orders’ section.
- Submit Variations to Toll Transitions procurement team(s)
- Upload ICR’s
- CRP Quotations
- Data entry cheat sheets

## Enquires or questions?

Any questions, concerns or assistance required?

Please direct all questions to the local contact you have been provided, the Toll Transitions Removals Services Manager (RSM) or Regional Relocations Manager (RRM).

If you are unsure who they are, please call 1800 819 167 and they will direct you to the local contact.

## 1. Maintenance

To run the TMS Supplier Quotation website on your PC, you must have Internet Explorer (IE) Version 5.5 or later installed.

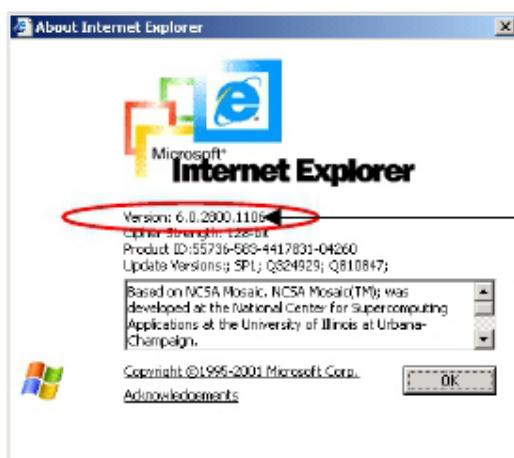
To determine what version of IE you have on your PC, open your Internet browser window and click on the 'Help' button located on the browser menu.



Click on the 'About Internet Explorer' option and the 'About Internet Explorer' window will open.



Indicates the IE Version number must be 5.5 or greater.



If your version of IE is less than 5.5, the most recent IE version can be downloaded for free from the Microsoft website. Copy and paste the below URL into your Internet browser window and follow Microsoft's instructions.

<http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp>

## 2. Using the Supplier Quotation Website

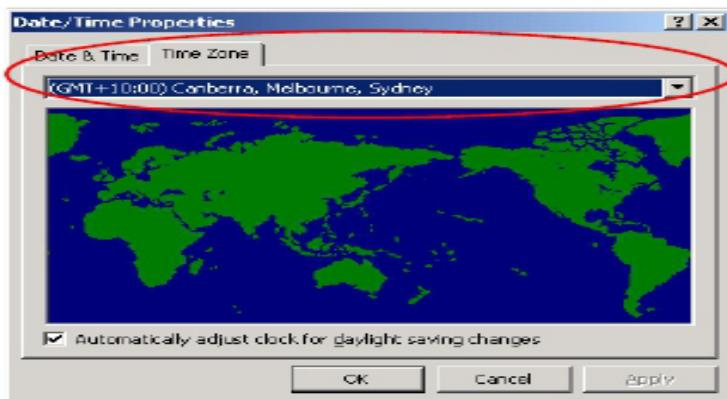
Below are some points that will assist you with using the Supplier Quotation Website.

### Time Zone

The times displayed in the Supplier Quotation Website (SQW) are based on the Time Zone you have selected on your PC. This includes the 'Local Date Time', which is located underneath the tab names on each page of the SQW, Request for Quotation (RFQ) closing date and times, and the 'Awarded Jobs' acceptance date and time; e.g. If you have your Time Zone set to '(GMT + 10:00) Brisbane', the times that you see throughout the website are based on the actual Brisbane times.

It is imperative that you are aware of the time difference to ensure all quoting is conforming and to ensure any action requests on existing moves is carried out in a timely manner.

To determine the Time Zone that your PC is set to, double click on the time in the bottom right hand corner of your PC and click on the 'Time Zone' tab. The displayed Time Zone is what your PC is set to, which is displayed towards the top of the tab



### Sorting Records

In the 'Open RFQs' section of the website you are able to sort records in ascending and descending order. To sort records click on the column heading and the records will be displayed in ascending order. Click again on the column heading and the records will be displayed in descending order.

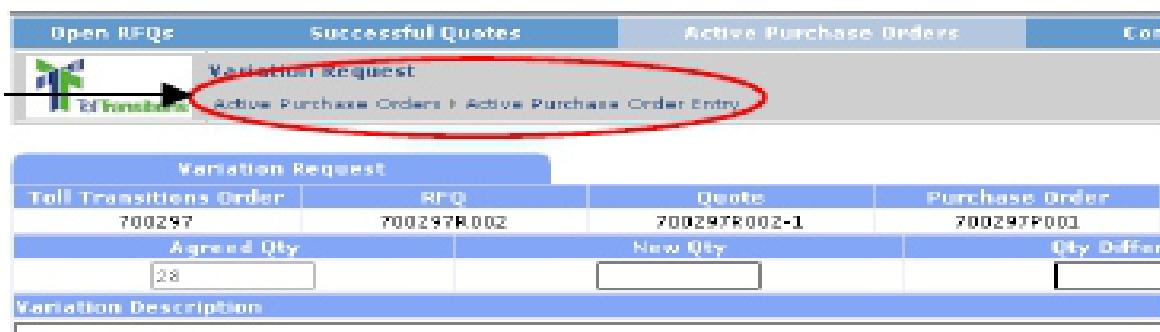
### Navigation

You are able to determine which section of the website you are in by the colour of the tab positioned on the top menu bar. The tab name for the section that you are in will have a light blue background and the tab names for the unselected sections will have a darker blue background.



Active Purchase Orders							
RFQ	Purchase Order	Service	Description	Start Suburb	End Suburb	First Incomplete Service Date	Date
RA01	RA01 - Hap...						

When a tab is 'selected', the tab is highlighted with a light blue background, as shown above.



Variation Request			
TOLL Transitions Order	RFQ	Quote	Purchase Order
700297	700297R.002	700297R.002-1	700297P.003
Agreed Qty		New Qty	Qty Differ
28			
Variation Description			

### WORC Moves> Multiple Quoting Required

Toll currently issues RFQs for a given date and while providers are able to respond with a non-conforming (date) quote, few providers do so. Under the current quoting process the requested uplift date is one of the primary drivers (of several drivers) considered in determining the successful quote. As a result, historically, providers have tended to restrict quoting to meeting the requested uplift date, even if they were available to quote for other uplift dates.

Multiple day quoting will initially be restricted to our major clients (approximately 80% of issued RFQs) however it is expected more of our clients will request multiple day quoting.

WORC present a great opportunity not only for our clients but also for our providers to be able to quote on work that in the past they may not have been able to quote on or have considered.

### Navigational Tips

- When making a selection, you only need to click once with your mouse in the SQW, double-clicking is not required.
- We recommend that you use the tabs at the top of the home page and tabs within each of the sections to navigate around the Supplier Website Manual (SQW) to go to any page or back to a previous page, rather than click on the Internet Explorer 'Back' button.

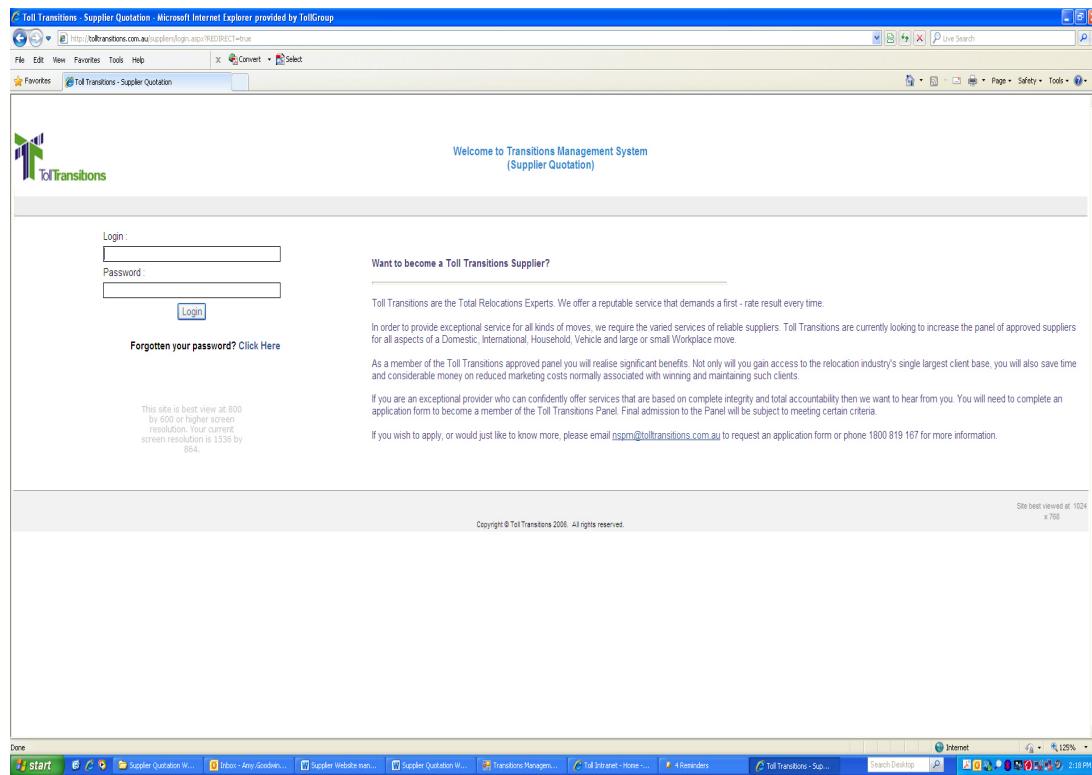
### 3. Logging into the Supplier Quotation Website

When you access the Supplier Quotation Website, you will be required to log in with your allocated Username and Password.

Your Username and Password will be provided to you by the National Supplier Manager.

To access the Supplier Quotation Website, enter the following address in an Internet Browser Window:

[www.tolltransitions.com.au/suppliers](http://www.tolltransitions.com.au/suppliers)



### 3.1 Forgotten your Password

The 'Forgotten Your Password' link on the login page is used to create a new password if you have forgotten your previous password.

After clicking on this link you will be required to enter your 'Login' name. If you have forgotten your 'Login' name, contact Toll Transitions on 1800 819 167 and you're 'Login' name will be provided.

Enter your 'Login' name and click 'Continue'. Answer the prompt question displayed with the answer that you originally provided and a new password will be emailed to you. The password will be emailed to the email address listed in your user details page. Refer to section 4.1

Updating your User Details; if you have not provided an email address you will be displayed with a message to contact Toll Transitions on 1800 819 167.

If you have not provided a prompt question and answer, for security reasons a new password cannot be emailed to you. You will be displayed with a message to contact Toll Transitions on 1800 819 167 to obtain a new password and to nominate a prompt question and answer for future use.

After you have logged in, you will be displayed with the Main Menu page where you can select the area you would like to access.

The link, 'Forgotten Your Password' is on the login page is used to create a new password if you have forgotten your previous password.

After clicking on this link you will be required to enter your 'Login' name. If you have forgotten your 'Login' name, contact Toll Transitions on 1800 819 167 and you're 'Login' name will be provided.

#### 4. Supplier Quotation Website Home Screen

The main sections (tabs) of the Supplier Quotation Website are listed below. Each section name is a tab, which directs you to the selected area;

**Open RFQ'S;** this is where open, quoted and rejected RFQ's can be found.

**Successful quotes;** this is where you can find which of your quotes were successful and accept or reject the awarded jobs.

**Order Requests;** any change requests on active purchase orders will appear (including exstores, change of service and changes to active CRP's)

**Active purchase Orders;** this is where you can view the Purchase Order details for the winning jobs that you have accepted. Further details regarding the winning job are obtained in this section including addresses, contact details, inventory lists and sizes.

**Variations (Material Difference)** - In the instance of a material difference, you would need to submit a variation request, whether it is to the cubic meters or unforeseen access issues. Variations are also submitted in this section. All Variation requests submitted to Toll Transitions are subject to approval.

**Completed Orders;** this is where you can view the purchase order details for completed jobs.

**ICR Uploads;** once a domestic move has been completed, the Inventory Condition Report will need to be uploaded in PDF format. Please note that if a PRS was requested, the PRS will need to be completed under the Active Order before the ICR upload tab will be available.

**CRP;** all active CRP's will be displayed in this screen. CRP's are for domestic routes only, to learn more about CRP's please speak with your local Toll Regional Services Manager.

**Download SQW User Manual;** please note this User Manual can be easily downloaded for reference and/or training purposes from this drop down list on the SQW.

#### 4.1 Updating your user details

Toll's National Supplier and Procurement Manager, administers and approves all information that goes into the SQW such as user names, sub-contractor details, automated email recipients and access. Supplier information is stored and accessible by only approved users, by provider codes. All information is treated sensitively and only available to necessary Toll Transitions staff.

Toll's IT and privacy policies protect the network. Suppliers can feel comfortable that access is restricted within Toll to Procurement, Regional and Removal Managers. Toll does not enter quotes on behalf of providers into the SQW. Toll can manually submit a quote on a providers behalf in the event of technical issues.

To update any details associated with your business, please contact the Toll Removals Service Manager in your region and they will send you the correct form to complete;

- TTF40 Request to Add or Amend Provider Details
- TTF41 Request for Access to the Toll SQW

#### 4.2 Viewing supplier codes under the SQW

If you operate multiple branches or are permitted to access multiple companies under different names and you have been linked to this company, you are able to view these details by selecting the appropriate provider code and name from the far right drop down list.



All information under the provider code and name will be available.

Permission for national or multiple accesses will be at the discretion of the company director and/or board and must be arranged with the National Supplier & Procurement Manager directly.

## 5. Open RFQ's

The 'Open RFQs' section of the website will allow you to view the details for submit quotes, access the RFQs that you have already submitted quotes for and reject or ignore RFQ's for quoting. The 3 sub sections within this component are:

- Available RFQ's; refer to section 5.1 – 'Available RFQs' tab
- Quoted RFQ's; refer to section 5.2 – 'Quoted RFQs' tab
- Ignored RFQ's; refer to section 5.3 – 'Ignored RFQs' tab

Open RFQs	Successful Quotes	Order Requests	Active Purchase Orders	Completed Orders	Upload ICR	ERP	Download User Manual
	RFQ Details and Submitted Quotes				AM03	AM03 - AML WYKE & SONS	
	Open RFQs					Welcome TMS Administrator	
	RFQ Header						
	RFQ No.	Closing Date	Closing Time				
956963R003	24/06/2013	15:00 AEST					
	RFQ Lines						
	Service	Route/Zone	Service Part	Address	Date/Duration	Special Details	Flags
Door to Door	MELBOURNE -> PERTH	Prepack	DOCKLANDS VIC 3008	15/07/2013 - 19/07/2013	Inventory Name: DOCKLANDS->CITY BEACH F&P&E		
		Uplift	DOCKLANDS VIC 3008	15/07/2013 - 19/07/2013	Type: 5.05 m <sup>3</sup>		
		Delivery	CITY BEACH WA 6015	25/07/2013 - 20/08/2013	Volume: Authorised Value: \$7800		
					Packing Level: Average		
	Submitted Quotes						
	Quote No.	Total Quote Amt (incl. GST & Provider Service Fee)	Conforming	Status	Quote Flags		

### 5.1 Available RFQs tab

You can submit a quote for an RFQ or elect to ignore an RFQ. If you do not submit a quote for an RFQ, it will automatically be removed from this list once the closing date and time has been reached.

Once a Request for Quotation on a move has been processed in TMS (Transitions Management System) by the Toll Transitions removals consultant, an RFQ will be issued. All available RFQs are sent to the webpage for all 'eligible' providers and can be located under the RFQs tab from the main menu, select the 'Available RFQ' tab; you will find them listed by PO Number.

When you have no 'open' RFQs listed on the 'Available RFQs' tab, you will not receive any email alerts. Email alerts are sent to the nominated email to highlight that there are moves (RFQs) available to quote on.

Open RFQs	Successful Quotes	Active Purchase Orders	Completed Orders	Download User Manual
	Open RFQs			AM10 AM10 - Johns Pickups
				Welcome Bridgetted
(Please note, that your system is currently setup to use the Australian Eastern Standard Time (AEST) and this is what is used for displaying the closing time of RFQs.)				
Available RFQs		Quoted RFQs		Ignored RFQs
<b>Total Records: 5</b>				
RFQ No.	Closing Date & Time	Service	Zone/Route	Description
700053R002	29/07/2004 15:00 AEST <b>Required</b>	Door to Door PR3	NOW/DRVS BAY -> SYDNEY	WOLLONGONG NORTH->Wollongong D2D Sydney 11.10 m <sup>3</sup> F&P&E
700074R002	30/07/2004 14:00 AEST	Door to Door	SYDNEY -> OTHER NSW	EPPING->D2D move 2.50 m <sup>3</sup> F&P&E
700075R002	10/08/2004 15:00 AEST <b>Required</b>	Door to Door PR3	SYDNEY -> MELBOURNE	ST JAMES->New house 32.50 m <sup>3</sup> F&P&E
		Door to Store	SYDNEY -> MELBOURNE	ST JAMES->Storage 6.50 m <sup>3</sup> F&P&E Delivery Locality: ALSTON

After clicking on the 'Available RFQs' tab, the page displayed lists the open RFQ's that are eligible to quote on. The above example is the Available RFQ screen showing the PO number of the removal services available. The above screenshot also highlights the location of the ignore radio button.

WORC moves have a start and end date period specified for each service in the Start Date and End Date columns. Non-WORC moves will have one date for each service. This will be the first indication that it is a WORC or non-WORC move.

The screenshot shows a table of open RFQs. The 'Start Date' and 'End Date' columns for the first row are highlighted with a red box. The 'Start Date' is '15/07/2013' and the 'End Date' is '25/07/2013 - 2/08/2013'.

Available RFQs		Quoted RFQs		Ignored RFQs	
Total Records: 1	RFQ No.	Closing Date & Time	Service	Zone/Route	Description
	950963R003	24/06/2013 15:00 AEST	Door to Door	MELBOURNE -> PERTH	DOCKLANDS->CITY BEACH 5.05 m <sup>3</sup> F&PE
				Start Suburb	End Suburb
				DOCKLANDS	CITY BEACH
				Start Date	End Date
				15/07/2013 - 19/07/2013	25/07/2013 - 2/08/2013
				Ignore?	

The example above is a WORC move, you will see the date period for each service highlighted.

The Open RFQ table contains the following information:

- **RFQ Number**; also a link to access the RFQ details and submit the quote. This number should be used when communicating details on a removal.
- **Closing date and time**; when the quote must be submitted by to be considered. Once the 'open time' expires no quotes can be submitted or will be considered or reviewed by our procurement team.
- **Service**; the service(s) required for this removal
- **Route/Zone**; the pickup and delivery zone and localities for the service
- **Description**; the size (m<sup>3</sup>) and type of the inventory (F&PE or MV)
- **Start Suburb**; uplift suburb and zone
- **End Suburb**; delivery suburb and zone
- **Start Date**; the requested start date for the service
- **End Date**; the requested end date for the service
- **Ignore** – the option for you to disregard the RFQ, tick the 'Ignore' button beside any moves that are unsuitable for your business. (refer to section 5.1.3)

**Important Note:** It is imperative that you understand all the sections above to submit successful and conforming quote(s).

To review the RFQ details for any move and/or submit a quote; click on the RFQ number (blue hyperlink), located under the 'RFQ No' column.

## 5.2 WORC and non-WORC RFQs

Some Toll moves are called WORC moves; which means that there is flexibility on the uplift and delivery dates across a specified date range.

All WORC moves can be identified by looking at the Start Date and End Date column where you will see the Start Date and End Date columns have a period specified, to indicate that multiple days can be considered for this move and we encourage suppliers to submit multiple quotes for multiple dates within the specified period to increase the likelihood of success.

WORC Moves enable suppliers to submit quotes with prices reflective of operational capacity for those dates.

Non-WORC moves specify the requested date for each service and suppliers are encouraged to enter conforming quotes. Suppliers can still submit a quote for non-conforming dates; at times there is some flexibility to dates, which is at the discretion of our procurement staff.

### 5.3 Email Notification

Email notifications are sent to your nominated supplier email address daily if you have any unquoted RFQs listed in the 'Available RFQs' section of the website. It is possible to receive more than one email notification for the same RFQ if you do not 'submit a quote' or 'ignore' that RFQ.

### 5.4 Submitting a Quote

You can submit a quote by clicking on the 'Quote' icon positioned at the bottom of the quote'.



The 'Quote Details' page is displayed which allows you to enter your quote amount including GST. The provider service fee and GST will be calculated automatically.

**TMS -- Webpage Dialog**

Start Date		End Date								
23/09/2013 - 27/09/2013		9/10/2013 - 18/10/2013								
<b>Quote list:</b> <b>Quote for Supplier:</b> <table border="1"> <thead> <tr> <th>Quote No</th> <th>Start Date</th> <th>End Date</th> <th>Status</th> <th>Quote Flags</th> <th>Total Quote Amt</th> </tr> </thead> </table>				Quote No	Start Date	End Date	Status	Quote Flags	Total Quote Amt	
Quote No	Start Date	End Date	Status	Quote Flags	Total Quote Amt					
<b>IT01 - Adelaide Removalist</b>										
<input type="button" value="Quote Flags"/> <input type="button" value="Quote Status"/>		Total Price excl. GST	Total GST	Total Price incl. GST (excl. Provider Service Fee)	Total Provider Service Fee Amount incl. GST					
<input type="button" value="Reset"/>					Total Provider Service Fee GST					
Service	Service Part	Start Date	End Date	Expense Destination (\$)	GST (\$)	Price incl. GST (\$) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount (\$) incl. GST	Provider Service Fee GST (\$)	Variable
Door to Door	Prepack Service									
	Door to Door Removal Service			0.00	0.00	17.9100	138.90	12.63		Full Unpack Partial Unpack
				0.00	0.00	17.9100	138.90	12.63		

The example above; RFQ for a Door-to-Door removal service is listed requires service dates to be selected.

**TMS :: Webpage Dialog**

Start Date 16/09/2013 - 20/09/2013		End Date 23/09/2013 - 11/10/2013								
Quote list: Quote for Supplier: IT01 - Adelaide Removalist										
Quote No	Start Date	End Date	Status							
		Quote Flags								
		Total Price excl. GST	Total GST	Total Price Incl. GST (excl. Provider Service Fee)		Total Provider Service Fee Amount Incl. GST		Total Provider Service Fee GST		
		Quote Status								
<input type="button" value="Reset"/>										
Service	Service Part	Start Date	End Date	Expense Destination (\$)	GST (\$)	Price incl. GST (\$ & excl. Provider Service Fee)	Provider Service Fee Rate	Provider Service Fee Amount (\$ Incl. GST)	Provider Service Fee GST (\$)	Variable
Door to Store	Storage Prepack Service									
	Door to Store Removal Service			0.00	0.00		17.9100	630.43	57.31	
	RLS Service			0.00	0.00		0.0000	0.00	0.00	
	Storage Service		52 Weeks	0.00	0.00		0.0000	0.00	0.00	
	Use Subcontractor:			0.00	0.00		0.0000	0.00	0.00	
	Select a sub contractor									Up to 6 Wks Over 6 Wks
Alternate Door to Door	Unstow Service			0.00	0.00		0.0000	0.00	0.00	
	Redelivery Service		TBA	0.00	0.00		0.0000	0.00	0.00	Full Unpack
	Prepack Service			0.00	0.00		0.0000	0.00	0.00	Partial Unpack
	Door to Door Removal Service			0.00	0.00		17.9100	630.43	57.31	Full Unpack
				0.00	0.00		17.9100	630.43	57.31	Partial Unpack

The example above is the quote screen for a Door-to-Store move.

If a PRS was requested, it will be highlighted under the 'service part' column of the quote screen in red. The PRS service will automatically be ticked. If you are unable to provide a PRS service you will need to remove the tick and enter a note to explain why a PRS service is not able to be conducted prior to prepack for the quote to be considered.

<input type="button" value="Submit"/>	<input type="button" value="Reset"/>
<b>Service</b>	<b>Service Part</b>
Door To Door International	<b>Door to Door International Service PRS Required</b> <input checked="" type="checkbox"/> Yes, we will perform a PRS

The example above demonstrates a service where a PRS has been requested.

To add a flag or a note to the quote, click on the flag icon (with the green plus sign) and select the flag to be added.

## Quote Flags

Added flags will be displayed in the 'Quote Flags' column. Some of the flags include 'Note', 'Changed Uplift Date', and 'Changed Delivery Date'.

**Important Note:** If your quote is not conforming to all requirements specified on the order or if you believe Toll need to be considering any facts when comparing your quote, it is imperative that you add a flag and detail the reason(s) for the quote to be considered by our procurement team. Multiple quotes are welcomed for all moves; in the event that the price will adjust up and down for the date difference, submit multiple quotes with attached flags and detail the reason. Notes must be attached to all non-conforming quotes to explain why the quote should be considered by our procurement team.

For example; if you selected an earlier delivery date and wanted to show that the reason the price is higher is that the goods can be sent by road with a reduced lead time or submit 2 quotes for the one move to reflect the difference between road and rail price and dates; add a note to detail why the price or dates are different on each quote submitted. Non-conforming quotes submitted on Non-WORC, will be considered.

**Add Flag**

**Supplier Quote**

**available Flags:**

Add	Icon	Flag	C	S	T	Override Allowed	How to use this Flag
<a href="#">Add</a>		Changed Delivery Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This flag is used on supplier quotes to indicate that the supplier has changed the delivery date thereby producing a non-conforming quote.
<a href="#">Add</a>		Changed Uplift Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This flag is used on supplier quotes to indicate that the supplier has changed the uplift date thereby producing a non-conforming quote.
<a href="#">Add</a>		Note	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	This is a note for a general purpose. Please enter any text. This note is accessible by all parties involved. However, you can change the access by checking or unchecking the disclosed checkboxes.
<a href="#">Add</a>		Changed Prepack Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This flag is used on supplier quotes to indicate that the supplier has changed the prepack date thereby producing a non-conforming quote.

[<<](#)  [<](#) **Page 1**  [>](#)  [>>](#)

**Tags already added in this session (and not saved yet):**

--

**New Flag Details:**

Icon	Flag	C	S	T	Note
	Note	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This quote is for roadfreight and can arrive at destination a week earlier</p>

[Delete](#) [OK](#) [Cancel](#)

The example above is a Note flag, being prepared to attach to a quote. Select the relevant flag, click on the 'Add' button and enter the information. Once the information to be considered by our procurement team is entered, click on the 'OK' button. To 'Delete' or 'Cancel' the flag, click on the buttons provided; as shown above.

WORC moves will have the Start Date and End Date at the top of the quote screen and the RFQ will require 'multiple-quotes' (if possible) to increase the likelihood of success.

Non-WORC moves will look the same but will not have the Start and End dates at the top of the screen and will not require multiple quotes; however, if you have multiple moves to be considered, multiple quotes for different dates are welcomed.

TMS -- Webpage Dialog

Start Date		End Date																																																	
15/07/2013 - 19/07/2013		25/07/2013 - 2/08/2013																																																	
Quote list:		Quote for Supplier:																																																	
Quote No	Start Date	End Date	Status																																																
		Quote Flags																																																	
		(debug)Total Price excl. GST	Total GST																																																
		Total Price incl. GST (excl. Provider Service Fee)	Total Provider Service Fee Amount incl. GST																																																
		Total Provider Service Fee GST	Total Provider Service Fee GST																																																
<input type="button" value="Reset"/>		<input type="button" value="Quote Flags"/> <input type="button" value="Quote Status"/>																																																	
Service	Service Part	Start Date	End Date																																																
Door to Door	Prepack Service	<input style="width: 100px; height: 25px; border: 1px solid black; border-radius: 5px; padding: 2px;" type="text" value="2013-07-15"/> <span style="color: red; font-size: 2em; margin-left: 5px;">X</span>	<input style="width: 100px; height: 25px; border: 1px solid black; border-radius: 5px; padding: 2px;" type="text" value="2013-07-20"/> <span style="color: red; font-size: 2em; margin-left: 5px;">X</span>																																																
		<input type="button" value="Submit"/> <input type="button" value="Close"/> <input type="button" value="Add Quote"/>																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10px;">Wk</td> <td style="width: 15px;">Mon</td> <td style="width: 15px;">Tue</td> <td style="width: 15px;">Wed</td> <td style="width: 15px;">Thu</td> <td style="width: 15px;">Fri</td> <td style="width: 15px;">Sat</td> <td style="width: 15px;">Sun</td> </tr> <tr> <td>27</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>28</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> </tr> <tr> <td>29</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>30</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> </tr> <tr> <td>31</td> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p style="margin-top: 5px;">Today is Mon, 24 Jun 2013</p>				Wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun	27	1	2	3	4	5	6	7	28	8	9	10	11	12	13	14	29	15	16	17	18	19	20	21	30	22	23	24	25	26	27	28	31	29	30	31				
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31	29	30	31																																																

WORC RFQ; quote screen shown above, the date fields will not be populated and the date range available will be highlighted in red.

TMS -- Webpage Dialog

Start Date		End Date		Expense Destination (\$)	GST (\$)	Price incl. GST (\$) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount (\$ incl. GST)	Provider Service Fee GST (\$)	Variable
Service	Service Part									
Door to Door	Prepack Service	<input style="width: 100px; height: 25px; border: 1px solid black; border-radius: 5px; padding: 2px;" type="text" value="5/08/2013"/> <span style="color: red; font-size: 2em; margin-left: 5px;">X</span>								
	Door to Door Removal Service	<input style="width: 100px; height: 25px; border: 1px solid black; border-radius: 5px; padding: 2px;" type="text" value="6/08/2013"/> <span style="color: red; font-size: 2em; margin-left: 5px;">X</span>	<input style="width: 100px; height: 25px; border: 1px solid black; border-radius: 5px; padding: 2px;" type="text" value="20/08/2013"/> <span style="color: red; font-size: 2em; margin-left: 5px;">X</span>	<input type="button" value="Submit"/> <input type="button" value="Reset"/>	<input type="button" value="Close"/>	<input type="button" value="Add Quote"/>				

The other identifying difference between a WORC RFQ and a Non-WORC RFQ will appear when you click on any of the date fields of the quote screen, a WORC move is shown above and the date range will be boxed in red. Quotes can be added for any of these dates. The uplift date will always be the same date or one day later. The prepack date selected will automatically populate the Start (uplift) date. A non-WORC move will not have a date range highlighted, as shown below.

Non-WORC RFQ; quote screen for a Door to Door service shown above.

On the quote screen for a non-WORC RFQ the date fields will be populated showing the requested dates. The calendar can be selected and the date of service changed, remember to add a flag for any changes to the dates for non-WORC moves, refer to page 16 on how to add a note.

When you select a Start date (i.e. a Prepack or Uplift date) the system will auto-populate the other Start date field.

Service	Service Part	Start Date	End Date	Expense Destination (\$)	GST (\$)	Price incl. GST (\$) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount (\$) incl. GST	Provider Service Fee GST (\$)	Variable
Door to Door	Prepack Service	16/07/2013  								
Door to Door Removal Service		17/07/2013  		0.00	0.00	17.3800	96.55	8.78		Full Unpack Partial Unpack
				0.00	0.00	17.3800	96.55	8.78		

In the example above, the Supplier has selected 16/07/2013 as the Prepack date. According to the *consecutive day* date-spread business rules the system automatically populates the Uplift to reflect 17/07/2013, given the customer's original request reflected a Prepack and Uplift on *consecutive* dates.

The business rules also operate at a non-linear level. So regardless of which calendar date is entered first (be it Uplift or Prepack) the automation will populate or update the other field immediately.

There are a number of date-spread type business rules;

- If the customer requested the Prepack and Uplift date on the same day (e.g. for a small volume move) then the system will automatically populate the Uplift day to reflect the same day as the Prepack day.
- If the customer requested the Uplift and Delivery on the same day (e.g. for a local move) then the system will automatically populate the Delivery day to reflect the same day as the Uplift day
- If the customer requested Uplift and Delivery dates are on the consecutive days, then the system will automatically populate the Delivery day to reflect the day after the Uplift day

In the more likely operational scenario where the customer's requested delivery date is not on the same day or the day after Uplift; then the Delivery Date field will not be automatically populated.

- In this circumstance, the Delivery date is bound by its own End Date (non-WORC) or End Date range spread (WORC).
- The delivery date will be populated for a non-WORC move, the calendar can be selected to 'suggest' a differing date (remember a suggested change of delivery date requires a reason for non-WORC moves)
- For WORC moves; click on the Delivery Date calendar and there will be a range of available dates highlighted in red in the calendar, refer below.

The End Date range is calculated via a separate set of business rules, determined by the type of removal service.

- **Door to Door:** the date or date range always starts from the customer's Requested Delivery date and for WORC moves, up to and including the end of the following week. This means that you cannot enter a Delivery date that is earlier than the customer's requested Door to Door delivery date.

- **Door to Store;** the date range spans from the week prior to the Requested Delivery (into-store) date; the current week of the Requested Delivery date; up to and including the end of the following week as well. This means that there is more flexibility when selecting an into-store date for Door to Store services, given there is less stringency on the delivery outcome when heading to store.

Service										Reset		
Service		Service Part	Start Date	End Date	Expense Destination (\$)	GST (\$)	Price incl. GST (\$) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount (\$ incl. GST)	Provider Service Fee GST (\$)	Variable	
Door to Store		Storage Prepack Service	16/09/2013									
		Door to Store Removal Service	17/09/2013		23/09/2013		90.91	9.09	100	17.9100	630.43	57.31
		RLS Service	23/09/2013				90.91	9.09	100	0.0000	0.00	0.00
		Storage Service	23/09/2013			52 Weeks	90.91	9.09	100	18.2000	12.32	1.12
		Use Subcontractor: ME03					90.91	9.09	100	0.0000	0.00	0.00
Alternate Door to Door		Unstow Service				90.91	9.09	100	0.0000	0.00	0.00	
		Redelivery Service			TBA	90.91	9.09	100	0.0000	0.00	0.00	
		Prepack Service	16/09/2013			90.91	9.09	100	0.0000	0.00	0.00	
		Door to Door Removal Service	17/09/2013		23/09/2013		90.91	9.09	100	17.9100	630.43	57.31
						0.00	0.00	100	17.9100	630.43	57.31	Full Unpack Partial Unpac
<input type="button" value="Submit"/> <input type="button" value="Close"/> <input type="button" value="Add Quote"/>												

Above is an example of a quote ready to be submitted, all fields are populated and conforming with the service date(s) specified on the RFQ. Once all fields are populated, submit the quote, the 'Submit' button is located at the base of the quote screen.

When a quote has been submitted a message will appear on the screen to confirm it will be sent to our procurement team. An example of a successful quote 'submitted' as shown above.

If the move has not been submitted a validation message will appear it will detail what the issue is to assist you in completing the quote for submission.

Service										Reset	
Service		Service Part	Start Date	End Date	Expense Destination (\$)	GST (\$)	Price incl. GST (\$) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount (\$ incl. GST)	Provider Service Fee GST (\$)	
Door to Store		Storage Prepack Service									
		Door to Store Removal Service									
		RLS Service	23/09/201								
		Storage Service	23/09/201								
		Use Subcontractor									
<input type="button" value="Submit"/> <input type="button" value="Close"/> <input type="button" value="Add Quote"/>											

**Message from webpage**

 There is one or more validation errors on some of the fields. You can identify those fields by a red asterisk next to it. You can see the validation error message by moving your cursor on top of the red asterisk. Please correct the errors before continuing.

If you are unable to submit a quote for an open RFQ, please contact the local Regional or Removals Services Manager directly.

The SQW quote screen will not allow a quote to be submitted until all mandatory fields are populated. A validation message will appear; an example validation message shown above.

## 5.5 Selecting a Sub Contractor

It is the suppliers responsibility to ensure that the list of agents, sub-contractors and intra-branches your company use are provided to Toll and approved in advance so they will be available under this drop down box. Any changes or 'one offs' need to be pre-approved and should be discussed with the local Toll Regional and/or Removals Services Manager before submitting a quote.

<input type="button" value="Reset"/>										
Service	Service Part	Start Date	End Date	Expense Destination (\$)	GST (\$)	Price incl. GST (\$) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount (\$) incl. GST	Provider Service Fee GST (\$)	Variable
Door to Store	Storage Prepack Service	16/09/2013								
	Door to Store Removal Service	17/09/2013	23/09/2013	90.91	9.09	100	17.9100	630.43	57.31	
	RLS Service	23/09/2013			90.91	9.09	100	0.0000	0.00	0.00
	Storage Service	23/09/2013		52 Weeks	90.91	9.09	100	18.2000	12.32	1.12
	Use Subcontractor:	ME03			90.91	9.09	100	0.0000	0.00	0.00
	Unstow Service			90.91	9.09	100	0.0000	0.00	0.00	
	Redelivery Service		TBA	90.91	9.09	100	0.0000	0.00	0.00	Full Unpack Partial Unpack
Alternate Door to Door	Prepack Service	16/09/2013								
	Door to Door Removal Service	17/09/2013	23/09/2013	90.91	9.09	100	17.9100	630.43	57.31	Full Unpack Partial Unpack
				0.00	0.00	100	17.9100	630.43	57.31	

For Door to Store moves the Subcontractor or branch that will be storing and redelivering at the destination location will need to be selected from the drop down box located under the 'Service Part' column; as shown above.

Remember to update Toll on any changes to your supply chain.

## 5.6 Submitting Multiple Quotes

For WORC RFQs adding and submitting multiple quotes is made easy. Once you have successfully submitted a quote, you can simply click on the 'Add Quote' button at the base of the quote screen and continue adding quotes.

Start Date			End Date		
16/09/2013 - 20/09/2013			23/09/2013 - 11/10/2013		
<b>Quote list:</b> <b>Quote for Supplier:</b> IT01 - Adelaide Removalist					
Quote No	Start Date	End Date	Status	Quote Flags	Total Quote Amt
1	16/09/2013		Created		\$8,431.93
2	17/09/2013		Created		\$8,726.93
3	18/09/2013		Created		\$8,726.93

Each quote submitted will appear at the top of the quote screen in numerical order and can also be located under 'Quoted RFQs' under the 'Open RFQ' tab; as shown above.

To submit a second quote at the same \$ rate, simply change the service date in the calendar and press submit – thereby creating Quote no. 2 or change the \$ and/or date to create quote no. 3 etc. Just remember to hit submit for each quote.

For WORC moves, submitting a quote for each date in the range that the service can be provided by the supplier is encouraged; as long as it is achievable.

For non-WORC RFQs, once a quote has been submitted, to add another quote, you can locate the move under 'Quoted RFQs' under the 'Open RFQ' tab.

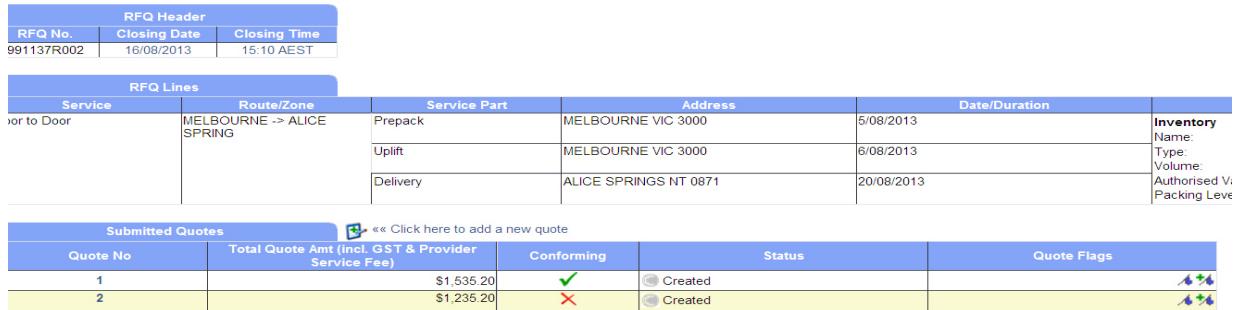


The local date time is currently Friday, 16 August 2013 11:52:06 AEST

(Please note, that your system is currently setup to closing time of RFQs.)

RFQ No.	Closing Date & Time	Service	Zone/Route	Description	Start Sub
991137R002	16/08/2013 12:00 AEST	Door to Door	MELBOURNE -> ALICE SPRING	MELBOURNE->ALICE SPRINGS 8 m <sup>3</sup> F&PE	MELBOURNE

To add another quote for non-WORC moves, locate the move, 'select the Open RFQs' from the home page and select the 'Quoted RFQs' tab, click on the move number (hyperlink) and it will allow you to submit as many quotes as you like.



RFQ Header		
RFQ No.	Closing Date	Closing Time
991137R002	16/08/2013	15:10 AEST

RFQ Lines					
Service	Route/Zone	Service Part	Address	Date/Duration	Inventory Name
Door to Door	MELBOURNE -> ALICE SPRING	Prepack	MELBOURNE VIC 3000	5/08/2013	Type: Volume: Authorised V: Packing Level:
		Uplift	MELBOURNE VIC 3000	6/08/2013	
		Delivery	ALICE SPRINGS NT 0871	20/08/2013	

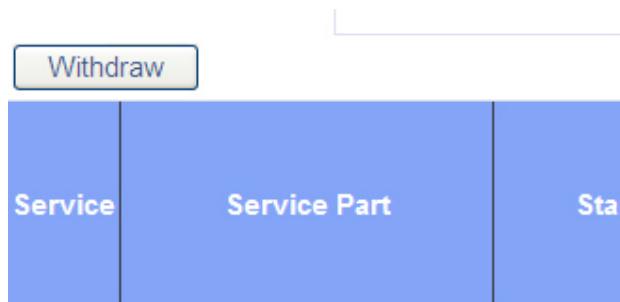
Submitted Quotes		<< Click here to add a new quote			
Quote No	Total Quote Amt (incl. GST & Provider Service Fee)	Conforming	Status	Quote Flags	
1	\$1,535.20	✓	Created		
2	\$1,235.20	✗	Created		

All submitted quotes will be listed on the quote screen of each PO number. The above the example shows 2 quotes listed, one conforming dates and one non-forming.

**Important Note:** Quotes will only be accepted up to the RFQ closing time (which is shown on the Available RFQ screen). It is not possible to submit additional quotes once the RFQ closing time has passed.

## 5.7 Withdrawing or Declining a Quote

To withdraw a quote you will need to: locate the 'Quote number' and click on the hyperlink, under the 'Open RFQ' column of 'Available RFQs'.



Once the quote screen is open, click on the 'Withdraw' button located just above the 'Service' column under the quote screen, as shown above. You can only use the SQW withdraw feature for a

submitted quote that is still in Open status, if the time has lapsed; an email can be sent to the procurement team to withdraw a quote if the RFQ has closed.

Once a quote is withdrawn, it is removed from the 'Submitted Quotes' list and cannot be retrieved.

If the move has closed and the move has been awarded, the move must be declined within the timeframe specified by our procurement team.

### 5.8 Ignoring a Quote

A quote can be ignored in 2 places;

Available RFQs		Quoted RFQs		Ignored RFQs					
<small>(Please note, that your system is currently setup to use the Australian Eastern Standard Time (AEST) and this is what is used for displaying the closing time of RFQs.)</small>									
<small>Open RFQs</small>									
<small>AA10 AA10 - Johns Pickup welcome Bridgette!</small>									
RFQ No.	Closing Date & Time	Service	Zone/Route	Description	Start Suburb	End Suburb	Start Date	End Date	Ignore
700039R002	25/07/2004 15:50 AEST	Door to Door <small>PR5</small> Required	NOW/DRVS BAY -> SYDNEY	WOLLONGONG NORTH->Wollongong D2D Sydney; 11.10 m <sup>3</sup> TARE	WOLLONGONG NORTH	GRIMMINSYNE	25/07/2004	31/07/2004	<input type="checkbox"/>
700074R002	25/07/2004 14:00 AEST	Door to Door	SYDNEY -> OTHER NSW	EPPING->D2D move 2.50 m <sup>3</sup> TARE	EPPING	ASHLEY	22/07/2004	7/08/2004	<input type="checkbox"/>
700075R002	13/06/2004 15:00 AEST	Door to Door <small>PR5</small> Required	SYDNEY -> MELBOURNE	ST JAMES->New house 12.50 m <sup>3</sup> TARE	ST JAMES	ALBION	ASAP	ASAP & TBA	<input type="checkbox"/>
		Door to Store	SYDNEY -> MELBOURNE	ST JAMES->Storage 6.00 m <sup>3</sup> TARE Other Delivery Location: ALBION	ST JAMES	ALBION	20/07/2004		

1. The 'Available RFQ' screen, the last column is 'Ignore', check the box to ignore or

[Ignore this RFQ?](#)

2. Locate the PO and click on the PO number under the 'RFQ No' column, once open there is an Ignore button located at the top right, above the Flags column, as shown above.

Once an RFQ has been ignored it will be located under the tab 'Ignored RFQs' located under 'Open RFQs' from the home page.

## 6. Successful Quotes

The 'Successful Quotes' tab lists the jobs that you have been awarded by Toll Transitions. After clicking on the 'Successful Quotes' tab, the page displayed lists the winning jobs that you are eligible to accept.

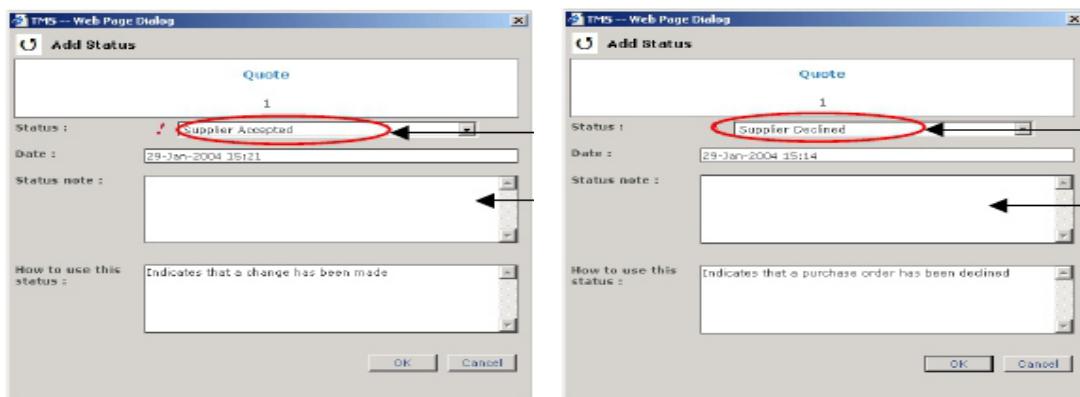
You have the option to either accept or decline a job in this section. Select the box, 'Accept' or 'Decline'.

Toll Transitions staff has access to accept or decline moves on a suppliers behalf and in line with your advice, if required. If a job is unable to be accepted or declined, please contact Toll for technical assistance.

### 6.1 Accepting or Declining a move

You can accept or decline an awarded job by selecting 'Accept or Decline' from the drop down box provided. The time allowed to accept or decline a move is specified on the SQW and an email will be sent to the nominated email address.

Once the selection has been made 'Supplier Accepted' or 'Supplier Declined', a dialogue box will open requiring you to enter a note relating to the job being accepted or declined , please enter a note in the 'Status box' provided. You can 'accept' an awarded job up until the specified closing date and time.



Above is an example of the 'Supplier Accepted' move on the left and 'Supplier Declined' move on the right.

**Supplier Accepted;** once the acceptance/decline closing date and time is reached, the record will be removed from the 'Successful Quotes' page. If the job has been accepted, a Purchase Order will be created and will be displayed under the 'Active Purchase Orders' tab

**Supplier Declined;** once the job has been 'declined' the record will be removed from the 'Successful Quotes' page.

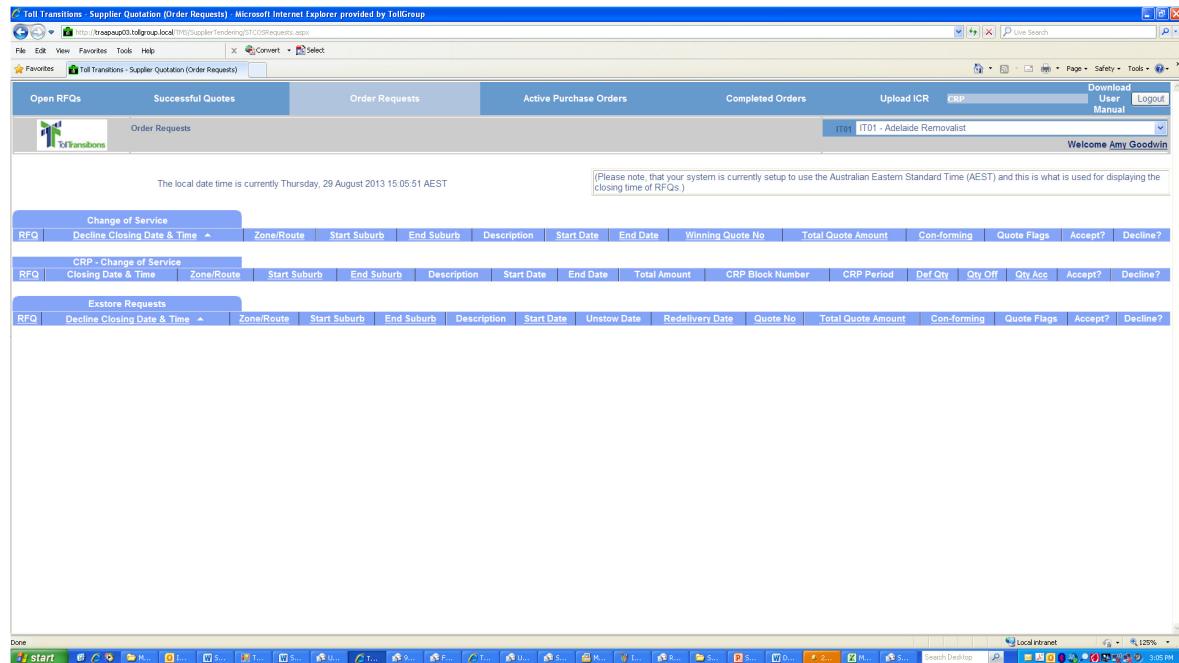
You will not be able to access the record once it's been declined. If the job has been 'declined' in error, contact Toll Transitions immediately on 1800 819 167 to request to have the job reinstated. If the move has already been awarded and accepted by another supplier, the procurement team will not reverse the decision.

**Note:** if the 'accept or 'decline" check box is not ticked for an awarded job by the 'Decline Closing Date and Time', you will be deemed to have accepted the job

## 7. Order Requests

The “Order Requests” tab will show any changes to active purchase orders, including;

- Change of Service (D2S to D2D only, D2D to D2S will be manually requested)
- CRP changes
- Exstore Requests



If there are any concerns or questions regarding the changes, please contact the Toll Transitions regional Removals Services Manager.

## 8. Active Purchase Orders

The 'Active Purchase Orders' section lists the Purchase Order (PO) details for jobs that you have been awarded and accepted. This section details the service parts included in the PO and the dates that each service part is due. You can also use this section to submit a Variation request.

Once you have checked the 'Accept' check box in the 'Successful Quotes' section and a Purchase Order has been created, the job is listed on the 'Active Purchase Orders' page

After clicking on the 'Active Purchase Quotes' tab name, the page displayed lists the Purchase Order for accepted jobs.

The table on this page contains the following information:

**RFQ;** the RFQ number and also a link to access the RFQ winning quote details

**Service;** the services included in the RFQ

**Description;** the size (m<sup>3</sup>) and type of the inventory (F&PE or MV)

**First incomplete service part;** there are the incomplete service parts

**Date;** there are the dates that the incomplete service parts are due to be commenced

**Total Amount;** this is the total amount quoted by the supplier for the RFQ

**Quote Flags;** if any flags were added to the quote by you

RFQ	Purchase Order	Service	Description	Start Suburb	End Suburb	First Incomplete Service Part	Date	Total Amount incl GST and Contribution	Quote Flags
700865R002	700865P002	Door to Door to SYDNEY -> MELBOURNE Door 18 m <sup>3</sup> - \$2,000.00 - Average Packing Level Door to SYDNEY -> MELBOURNE Store 7.50 m <sup>3</sup> - \$500.00 - Below Average Packing Level		HMAS PLATYPUS	PAWKNER	Prepack	03/06/2004	\$4,223.35	
700862R001	700862P001	Door to SYDNEY -> CANBERRA Door 1.20 m <sup>3</sup> - \$1,200.00 - Packing Level		HMAS PLATYPUS	MELBOURNE	Prepack	03/06/2004		
700979R003	700979P002	Door to SYDNEY -> SYDNEY Door 9.10 m <sup>3</sup> - \$19,270.00 - Average Packing Level Door to SYDNEY -> SYDNEY Store 2.95 m <sup>3</sup> - \$2,670.00 - Average Packing Level		SYDNEY SOUTH	BARTON	Prepack	20/07/2004	\$1,200.18	

Click on the PO link shown above to open the move

### 8.1 Updating the Service status

This page requires you to update the status of a service; once that service has been completed (e.g. delivered). This page is also used to request a quantity or price Variation.

Once a service is completed, it activates the Toll Transitions end of month payment and reconciliation process for all active purchase orders. Suppliers are paid for services completed each month by the end of each calendar month.

Each service part should be 'completed' and checked off within 24 hours after the service date.

The following information is provided and can be accessed from the 'Active Purchase Order' page;

**Purchase Order;** click on the hyperlinks to further subpages.

**Toll Transitions Order;** the move order number created when the order is first submitted.

**RFQ;** the original RFQ details, including the quote(s) submitted by the awarded supplier.

**Quote;** a summary table detailing the services contracted; agreed dates and quote amount of the winning quote.

**Purchase Order;** a table displaying all of the purchase order details including each service and contracted service date(s), the quantity/size for each service (e.g.: m3), for Door to Store moves, the storage period required and the amount quoted for each service part.

: All flags in this section were added by Toll's procurement team and are 'view only'

#### **Services:**

**Service;** the services included in the RFQ

**Description;** the size (m3) and type of the inventory (F&PE or MV), the inventory items listing, the packing level and any notes entered by the Toll Transitions consultant

**Variation;** this button allows you to request a variation to the quote or inventory size.

**Service Part;** the individual service components that are included in the service

**Date;** the date that each individual service part is due to commence

**Completed;** requires you to check this box to indicate that the service has been completed.

**Flags;** details which flag(s) have been added to the Order Line by the Toll Transitions consultant.

**Subcontractor;** shows the selected and approved subcontractor providing the service and provides a link to view the subcontractors details

**Contact;** the nominated transferee contact for each individual service part

**Address and Zone;** the address and zone for each part of the service.

**Note:** All flags in this section were added by Toll's procurement team and are 'view only' by Toll's procurement team and are 'view only'

Open RFQs		Successful Quotes		Active Purchase Orders		Completed Orders		Download User Manual																																																																			
		<a href="#">Active Purchase Orders</a>						AA10 AA10 - Johns Pickups																																																																			
Welcome Bridget																																																																											
Active Purchase Orders																																																																											
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Supplier Quotation Website Manual

Version 3.0 Date: 1<sup>st</sup> August 2015

Authorised by National Supplier and Procurement Manager

## 8.2 Accessing the Inventory Details

Once you have accepted an awarded job and the Purchase Order has been created, you are able to access the transferees' inventory list.

To view the inventory items, click on the 'View Inventories' button in the 'Description' column and a new window will open with the inventory items displayed.

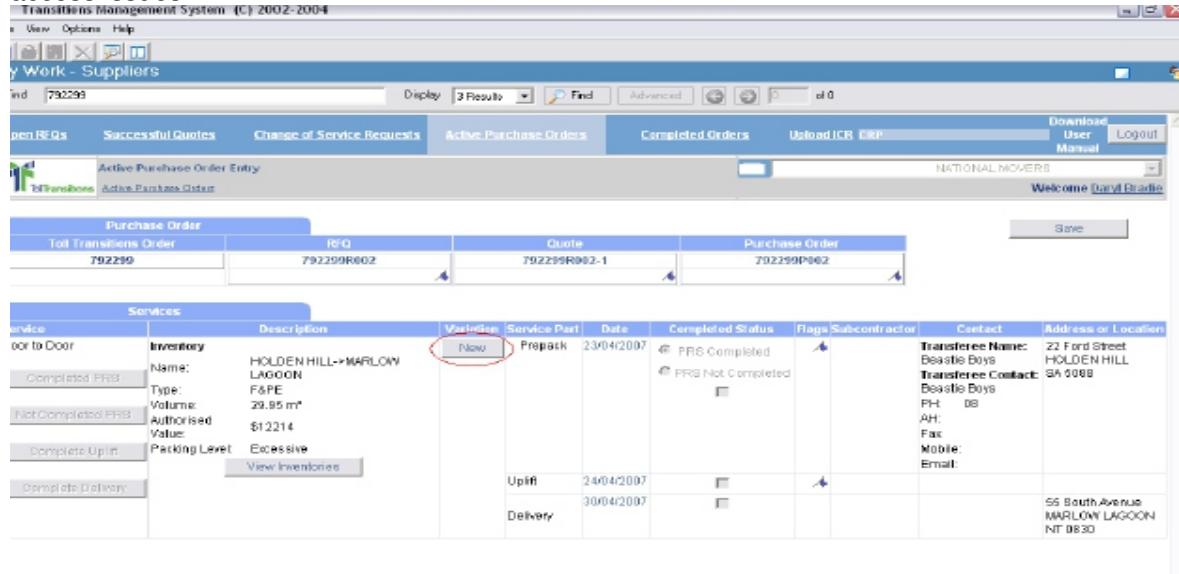
Purchase Order		Toll Transitions Order		RFQ		Quote		Purchase Order																																													
		700979		700979R003		700979R003-1		700979P002																																													
<table border="1"> <thead> <tr> <th colspan="2">Services</th> <th colspan="2">Service Part</th> <th colspan="2">Date</th> <th colspan="2">Completed</th> <th colspan="2">Flags</th> <th colspan="2">Subcontractor</th> </tr> <tr> <th>Service</th> <th>Description</th> <th>Variation</th> <th>Service Part</th> <th>Date</th> <th>Completed</th> <th>Flags</th> <th>Subcontractor</th> <th>Contact</th> <th>Address or Location</th> </tr> </thead> <tbody> <tr> <td>Door to Door</td> <td> <b>Inventory</b>            Name: DARLING HARBOUR-&gt;New            Address:            Type: FBPE            Volume: 9.00 m<sup>2</sup>            Authorised: \$1270            Value:            Packing Level: Average            Note:            Uplift:            Delivery:  <a href="#">View Inventories</a> </td> <td>New</td> <td>Prepack</td> <td>04/06/2004</td> <td> <input type="radio"/> PRS            Completed         </td> <td> <input type="radio"/> PRS Not            Completed         </td> <td></td> <td> <b>Transferee Name:</b>            Troy Crilly  <b>Transferee Contact:</b>            Troy Crilly            PH: 03350405            AHI: 09421340            Fax:            Mobile: 0439 484 769            Email: tcrilly@darlingharbour.com.au         </td> <td>27/9 Carey Street Darwin DARLING HARBOUR NSW</td> </tr> <tr> <td>Door to Store</td> <td> <b>Inventory</b>            Name: DARLING HARBOUR-&gt;Storage            Address:            Type: FBPE            Volume: 2.95 m<sup>2</sup>            Authorised: \$2670            Value:            Packing Level: Average            Note:            Uplift:            Delivery:  <a href="#">View Inventories</a> </td> <td>New</td> <td>Prepack</td> <td>04/06/2004</td> <td> <input type="radio"/> PRS            Completed         </td> <td> <input type="radio"/> PRS Not            Completed         </td> <td></td> <td></td> <td>27/9 Carey Street Darwin DARLING HARBOUR NSW</td> </tr> </tbody> </table>												Services		Service Part		Date		Completed		Flags		Subcontractor		Service	Description	Variation	Service Part	Date	Completed	Flags	Subcontractor	Contact	Address or Location	Door to Door	<b>Inventory</b> Name: DARLING HARBOUR->New Address: Type: FBPE Volume: 9.00 m <sup>2</sup> Authorised: \$1270 Value: Packing Level: Average Note: Uplift: Delivery: <a href="#">View Inventories</a>	New	Prepack	04/06/2004	<input type="radio"/> PRS Completed	<input type="radio"/> PRS Not Completed		<b>Transferee Name:</b> Troy Crilly <b>Transferee Contact:</b> Troy Crilly PH: 03350405 AHI: 09421340 Fax: Mobile: 0439 484 769 Email: tcrilly@darlingharbour.com.au	27/9 Carey Street Darwin DARLING HARBOUR NSW	Door to Store	<b>Inventory</b> Name: DARLING HARBOUR->Storage Address: Type: FBPE Volume: 2.95 m <sup>2</sup> Authorised: \$2670 Value: Packing Level: Average Note: Uplift: Delivery: <a href="#">View Inventories</a>	New	Prepack	04/06/2004	<input type="radio"/> PRS Completed	<input type="radio"/> PRS Not Completed			27/9 Carey Street Darwin DARLING HARBOUR NSW
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To print the inventory items, click on the 'Print' command located in the top right of the Inventory window

The above screen shot shows the 'View Inventories' button and PO hyperlink.

### 8.3 Request a Variation

In the event that a material difference to the contracted removal service(s) is identified, the supplier must seek approval for the variation prior to conducting the service. For example; unforeseen delivery access issues



The screenshot shows a software interface for managing removal services. At the top, there's a menu bar with 'View', 'Options', 'Help', and a toolbar with icons for 'New', 'Open', 'Save', 'Print', and 'Exit'. The main window title is 'Toll Transitions Management System (C) 2002-2004' and the sub-title is 'Work - Suppliers'. The window has tabs for 'Open REQS', 'Successful Quotes', 'Change of Service Requests', 'Active Purchase Orders', 'Completed Orders', 'Unload ICB ERP', 'Download', 'User Manual', and 'Logout'. Below the tabs, there are buttons for 'Toll Transitions' and 'Active Purchase Orders'. The main content area is titled 'Purchase Order' and shows a table with columns: Toll Transitions Order (792299), REQ (792299R802), Quote (792299R802-1), and Purchase Order (792299P802). A 'Save' button is on the right. Below this, there's a section titled 'Services' with a table. The 'Variation' column for the 'Inventory' service part is highlighted with a red circle, and a 'New' button is visible. The table includes columns for Service, Description, Variation, Service Part, Date, Completed Status, Flags, Subcontractor, Contact, and Address or Location. The 'Inventory' row shows details: Name: HOLDEN HILL->MARLOW LAGOON, Type: F&P, Volume: 29.85 m³, Authorised: \$12214, Value: \$12214, and Packing Level: Excessive. The 'Address or Location' field shows: 22 Ford Street, HOLDEN HILL, SA 5088, Beastie Boys, PH: 08, AH: , Fax: , Mobile: , Email: . The 'Completed Status' row has two options: 'PRG Completed' (radio button checked) and 'PRG Not Completed' (radio button uncheckable). The 'Completed Status' row also includes 'Uplift' (date 24/04/2007) and 'Delivery' (date 30/04/2007) columns.

To request a variation, click on the 'New' button positioned in the 'Variation' column; highlighted above.

Transitions Management System (C) 2002-2004

File View Options Help

My Work - Suppliers

Find: 792395 Display: 3 Results Find Advanced of 0

Open BIDs Successful Quotes Change of Service Requests Active Purchase Orders Completed Orders Jailed/CR. Errr Download User Manual Logout

NATIONAL MOVERS

Welcome Tony Brade

Variation No: Variation Request

Transference Name: Musician Deltic Boys

Requested By: Supplier

Variation Reason: Change of Meterage

Current Status: (Not Received) 10/04/2007

Description: Transference has recently purchased a second full size refrigerator (1m3), 2 new leather recliners (1.5m3) & a large entertainment unit (0.5m3).

Save

Order Type	Service	Current Start Date	Current End Date	Current Start Address	Current End Address	Current Price	Price Difference	Total
1.1	Repack Service	23/04/2007		22 Ford Street HOLDEN HILL 5088 Zone: ADELAIDE				
1.2	Door to Door Renewal Service	24/04/2007	30/04/2007	22 Ford Street HOLDEN HILL 5088 Zone: ADELAIDE	55 South Avenue MARLOWE LAGOON, 0830 Zone: DARWIN	2850.00	250.00	3100.00
1.3	Door to Door Warranty Service	23/04/2007	30/04/2007	22 Ford Street HOLDEN HILL 5088 Zone: ADELAIDE				

Inventory

Name: HOLDEN HILL - MARLOWE LAGOON

Current UOM: 09.95

New UOM: 134.05

You must teach or create a new record

start Microsoft Outlook Transitions Management System (C) 2002-2004 10:17 AM

Select the variation reason from the drop down box provided. The example above is a 'change of meterage'.

If a variation is requested for the volume, enter the additional cubic meters in the 'New Qty' field and the 'Difference' will automatically be calculated. If additional monies are required, enter the dollar amount including GST in the 'Price Incl. GST' column.

If a variation is requested for the quote amount, enter the requested quote amount in the 'Price Difference' field and click on the 'Submit Request' button.

Once the variation request has been submitted online, Toll Transitions will review the request and advise what further documentation, if any is required. After you have forwarded the supporting documentation to Toll Transitions, click on the 'Evidence Sent' and then the 'Save' button and the status of the Variation will update to 'Evidence Sent'. Once Toll Transitions receives the documentation the variation will be assessed and an outcome determined.

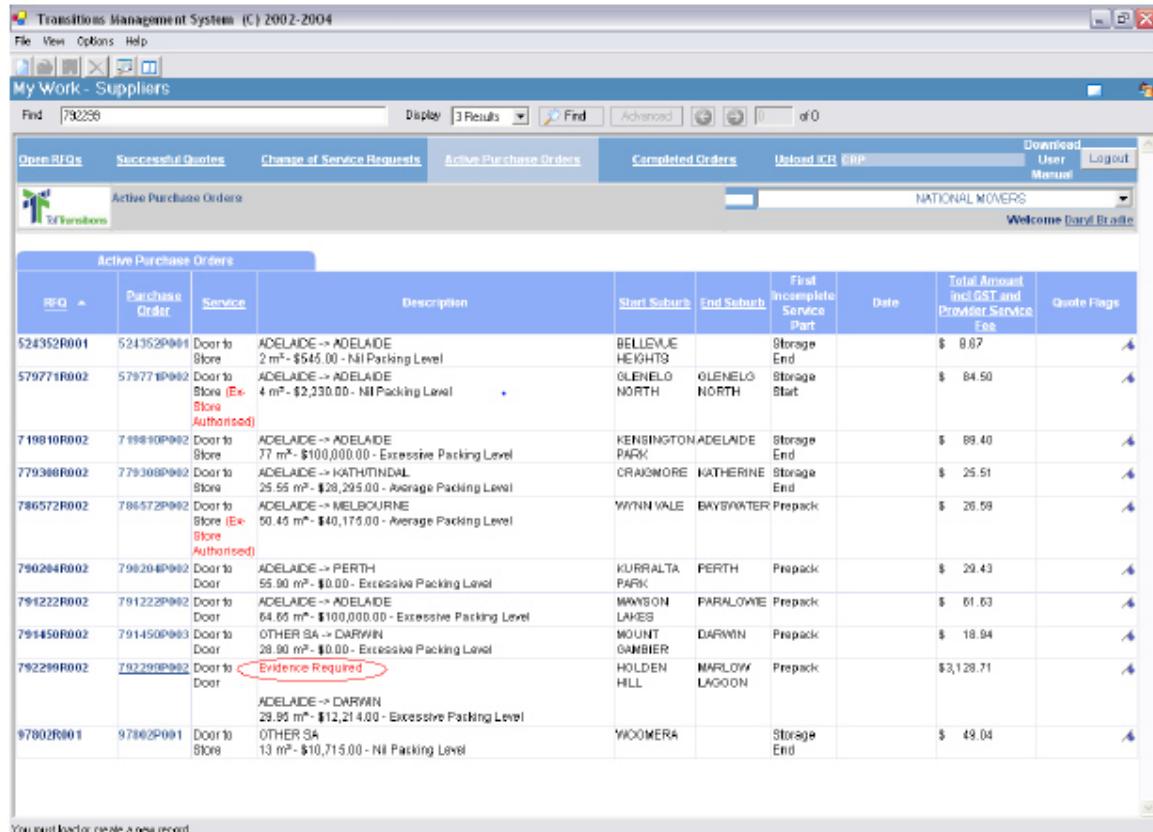
The variation will be updated with a status of 'Approved' or 'Rejected' once reviewed and assessed by Toll Transitions.

To view the status of a variation, click on the hyperlink provided under the 'Variation' column.

Please contact our procurement team for assistance in processing the variation if the situation has become urgent.

After Toll Transitions has reviewed the variation request it may be determined that some form of evidence is required - for example, a more detailed written listing of additional items or a copy of the PRS form. Generally, this will not relate to ICRs as the variation is to be resolved prior to uplift.

'Evidence Required' status is displayed in the Active Purchase Orders screen – as normal.



The screenshot shows the 'Active Purchase Orders' screen of the Toll Transitions Management System. The grid displays the following data:

REQ	Purchase Order	Service	Description	Start Suburb	End Suburb	First Incomplete Service Part	Date	Total Amount incl GST and Provider Service Fee	Quote Flags
524952R001	524952P001	Door to Store	ADELAIDE -> ADELAIDE 2 m <sup>2</sup> - \$545.00 - Nil Packing Level	BELLEVUE HEIGHTS		Storage End		\$ 8.87	
579771R002	579771P002	Door to Store (Ex-Store Authorised)	ADELAIDE -> ADELAIDE 4 m <sup>2</sup> - \$2,230.00 - Nil Packing Level	GLENELG NORTH	GLENELG NORTH	Storage Start		\$ 84.50	
719810R002	719810P002	Door to Store	ADELAIDE -> ADELAIDE 77 m <sup>2</sup> - \$100,000.00 - Excessive Packing Level	KENSINGTON ADELAIDE PARK		Storage End		\$ 89.40	
779308R002	779308P002	Door to Store	ADELAIDE -> KATHUNDAL 25.55 m <sup>2</sup> - \$28,295.00 - Average Packing Level	CRAIGMORE	KATHERINE	Storage End		\$ 25.51	
786572R002	786572P002	Door to Store (Ex-Store Authorised)	ADELAIDE -> MELBOURNE 50.45 m <sup>2</sup> - \$40,175.00 - Average Packing Level	WYNN VALE	BAYSWATER	Prepack		\$ 28.59	
790204R002	790204P002	Door to Door	ADELAIDE -> PERTH 55.90 m <sup>2</sup> - \$0.00 - Excessive Packing Level	KURRALTA PARK	PERTH	Prepack		\$ 29.43	
791222R002	791222P002	Door to Door	ADELAIDE -> ADELAIDE 64.05 m <sup>2</sup> - \$100,000.00 - Excessive Packing Level	MAWSON LAKES	PARALOWIE	Prepack		\$ 61.63	
791450R002	791450P003	Door to Door	OTHER SA -> DARWIN 28.90 m <sup>2</sup> - \$0.00 - Excessive Packing Level	MOUNT GAMBIER	DARWIN	Prepack		\$ 18.94	
792299R002	792299P002	Door to Door	ADELAIDE -> DARWIN 29.95 m <sup>2</sup> - \$12,214.00 - Excessive Packing Level	HOLDEN HILL	MARLOW LAGOON	Prepack		\$3,128.71	
97802R001	97802P001	Door to Store	OTHER SA 13 m <sup>2</sup> - \$10,715.00 - Nil Packing Level	WOOCHERA		Storage End		\$ 49.04	

You must load or create a new record.

**NB:** It is the 'Evidence Required' status that makes the Variation PDF upload feature available to the Supplier.

Supplier accesses Variation detail – as normal.

Transitions Management System (C) 2002-2004

File View Options Help

My Work - Suppliers

Find 782298 Deploy 3 Results Find Advanced

Open RFQs Successful Quotes Change of Service Requests Active Purchase Orders Completed Orders Upload ICR, ECR Download User Manual Logout

Active Purchase Order Entry Active Purchase Order

NATIONAL MOVEIRE Welcome David Brando

Purchase Order

Toll Transitions Order	RFQ	Quote	Purchase Order
782298	7822980002	7822980002-6	7822980002

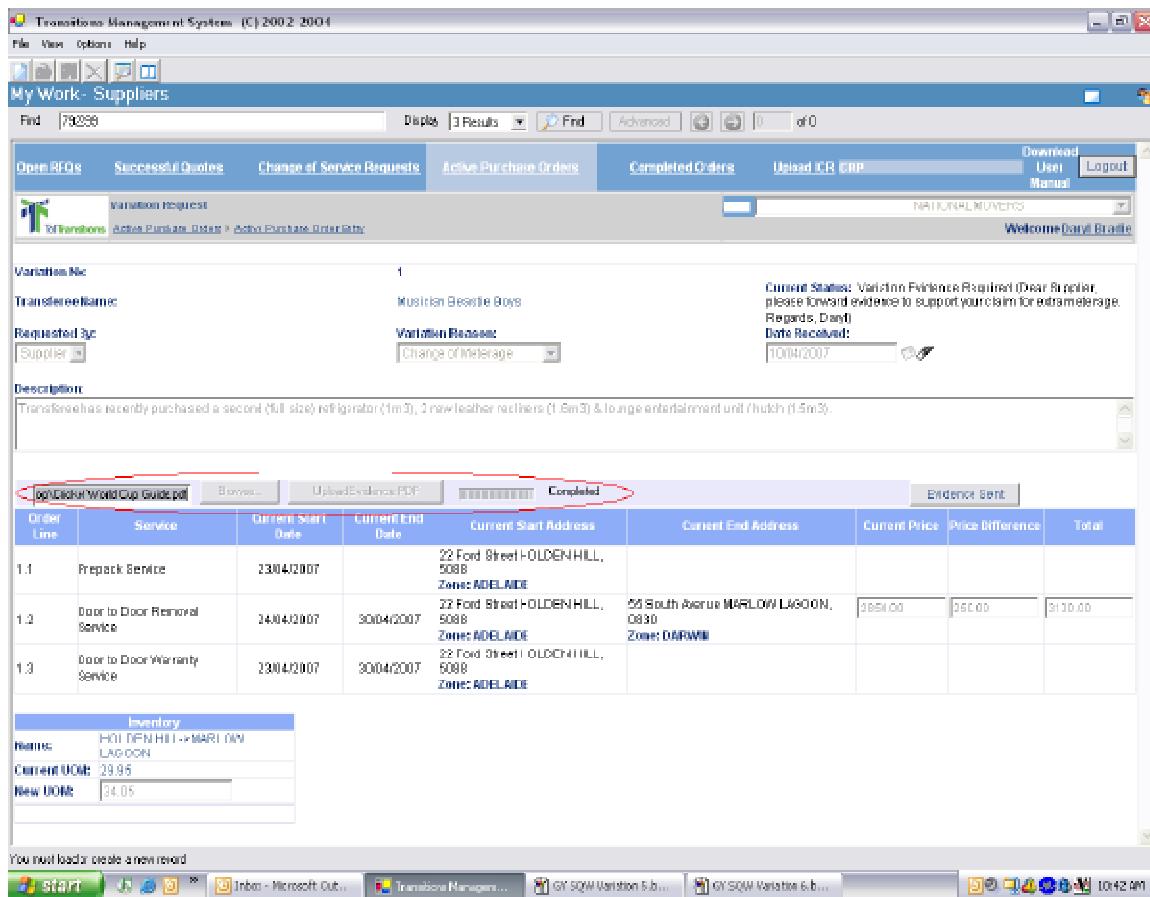
Save

Services

Service	Description	Variation	Service Perf	Date	Completed Status	Flags	Sub-contractor	Contact	Address or Location
Door to Door	Inventory	New	Plaster	28/04/0007	<input checked="" type="checkbox"/> PRD Completed	<input type="checkbox"/> PRS Not Completed		Transferee Name: 22 Ford Street Delivery Days: 10 Transferee Contact: 08 5688	
	Name: HOLDEN HILL MARLOON	1						Phone: (08) 8888 5555	
Completed PRS	Type: FENCE							ABN:	
	Volume: 29.85 m <sup>3</sup>							Fax:	
Not Completed PRS	Authorised: 112214							Mobile:	
	Value:							Email:	
Complete Upfit	Pickup Level: EXPRESS		Upfit	24/04/0007	<input type="checkbox"/>	<input checked="" type="checkbox"/> A			
				30/04/0007	<input type="checkbox"/>				
Completed Delivery			Delivery					55 South Avenue MARLOW LAGOON NT 0800	

You must load or create a new record

Start Microsoft Outlook Transition Manager... BY SQW Version 5.0 10:40 AM



Supplier can now select Browse button to locate PDF document for upload. Once document is selected, Supplier presses button Upload Evidence PDF and waits for the Completed upload status.

NB: There is a 4MB limit per PDF upload.

**Supplier** then selects button 'Evidence Sent' to update Variation status – as normal.

**Supplier** then selects button 'Evidence Sent' to update Variation status – as normal.

Transitions Management System (C) 2002-2004

File View Options Help

My Work - Suppliers

Find 792299 Display 3 Results Find Advanced 0 of 0

Open RFQs Successful Quotes Change of Service Requests Active Purchase Orders Completed Orders Upload ICR CRP Download User Manual Logout

Variation Request

NATIONAL MOVERS

Welcome Daryl Bradie

Variation No: 1

Transferee Name: Musician Beastie Boys

Requested By: Supplier

Variation Reason: Change of Meterage

Current Status: Variation Evidence Required (Dear Supplier, please forward evidence to support your claim for extra meterage. Regards, Daryl)

Date Received: 10/04/2007

Description: Transferee has recently purchased

Order Variation: 702958-1.2 Door to Store Removal Service-3

Status: Variation Evidence Sent

Date: 10/04/2007 10:46

Status note: Dear Toll Transitions, PDF doc uploaded as evidence, Regards, Supplier

How to use this status: indicates that the supplier has sent the evidence that was required for a previously requested variation.

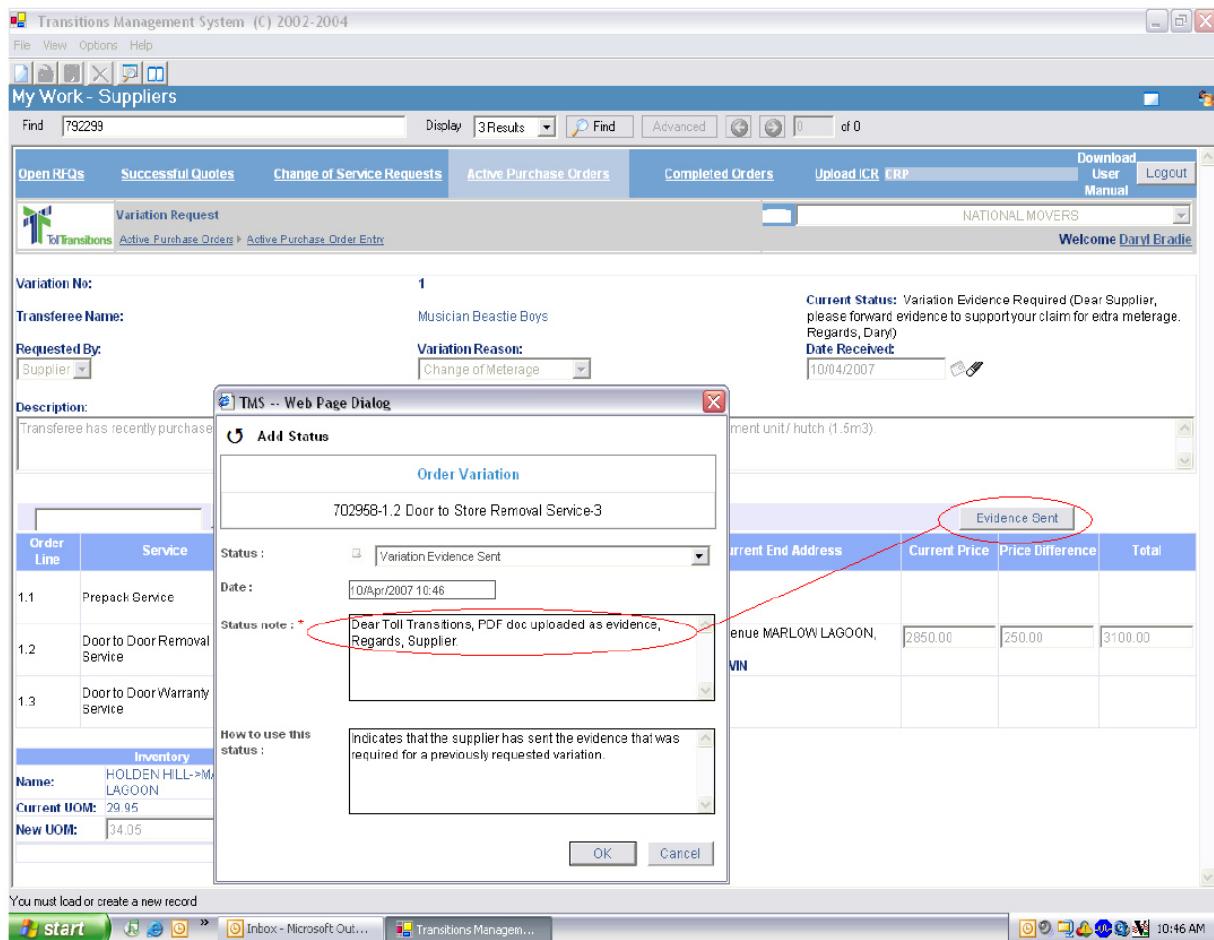
OK Cancel

Evidence Sent

Current End Address	Current Price	Price Difference	Total
venue MARLOW LAGOON, VIN	2850.00	250.00	3100.00

You must load or create a new record

start Inbox - Microsoft Out... Transitions Manag... 10:46 AM



Toll Transitions staff will review the document. If for any reason it is determined that the documentation is insufficient (eg missing pages or illegible) the Transitions Consultant may initiate another 'Evidence Required' task for the provider.

Toll Transitions authorises Variation detail (where required evidence complies) – as normal.

## 8.4 Ex-Store Requests

Ex-store requests are displayed on the Purchase Order summary table in the 'Active Purchase Orders' section.

When an ex-store has been requested and authorised, an indicator will be displayed under the Purchase Order number on the Purchase Order summary table.

Open RFQs		Successful Quotes		A
		Active Purchase Orders		
RFQ	Purchase Order	Service		
700006R001	700006P001	Door to Door	Queensland OTHER QLD 5.25 m³ - \$3.	
700012R002	700012P002	Door to Door	Queensland OTHER QLD 43 m³ - \$52.	
700023R001	700023P001	Door to Door	Queensland OTHER QLD 10.61 m³ - \$.	
700052R002	700052P002	Door to Store	Queensland OTHER QLD 24.22 m³ - \$.	
700059R001	700059P001	Door to Door	Queensland BRISBANE -> 57 m³ - \$37.	
700064R001	700064P001	Door to Door	Queensland BRISBANE -> 35.57 m³ - \$.	
		Door to Door	Queensland BRISBANE -> 12.95 m³ - \$.	
700071R001	700071P001	Door to Door	Queensland OTHER QLD 46.54 m³ - \$.	
700081R001	700081P001	Door to Store (Ex-Store Authorised)	Queensland OTHER QLD 27.82 m³ - \$.	
700083R002	700083P002	Door to Door	Queensland OTHER QLD 7.20 m³ - \$3.	

To access the ex-store details, click on the Purchase Order number.

The relative ex-store details will be displayed within the Purchase Order details including:

- the ex-store 'Delivery' date
- the ex-store 'Contact' (if specified by Toll Transitions)
- the ex-store address

Door to Store	Name: HORN ISLAND->Storage Type: FBPE volume: 11.74 m³ Authorised value: \$15134 Packing Level: Average Note: Uplift: Delivery: <a href="#">View Inventories</a>	<input type="button" value="New"/> Prepack 21/03/2004 <input checked="" type="checkbox"/> <input type="button"/> <input type="button"/> Uplift 22/03/2004 <input checked="" type="checkbox"/> <input type="button"/> <input type="button"/> Into Store 29/03/2004 <input checked="" type="checkbox"/> <input type="button"/> Packing into Store 29/03/2004 <input checked="" type="checkbox"/> <input type="button"/> <input type="button"/> Storage Start 29/03/2004 <input checked="" type="checkbox"/> <input type="button"/> <input type="button"/> Storage End 05/04/2004 <input checked="" type="checkbox"/> <input type="button"/> Out of Store 05/04/2004 <input checked="" type="checkbox"/> <input type="button"/> <input type="button"/> Store 05/04/2004 <input checked="" type="checkbox"/> <input type="button"/> <input type="button"/> Pickup 06/04/2004 <input type="checkbox"/>	5B Jena Street HORN ISLAND QLD
			Redelivery Date Address

Once the delivery has been completed, check the 'completed' checkbox for the service part 'Delivery' and the Purchase Order details will be moved to the 'Completed Orders' section of the website.

## 8.5 Change of Service

Change of Service is the Service Change request function, (eg. Door to store changing to door to door).

### Change of Service request

You will receive both an email reminder and a Supplier Website task to complete, when TMS issues a Change of Service request.

Once the Change of Service request detail has been submitted by Transitions staff, you will receive immediate email notification.

This automated message will direct you to the Supplier Website folder entitled 'Change of Service Requests' and also indicate the timeframe that you must either accept or reject the request within. This timeframe is based on a 9am to 5pm workday clock.

Please refer below for an example of the email text:

Toll Transitions is pleased to inform you that you have a Change of Service request to consider on our website. This change request is currently available under the Change of Service menu option, for a period of 4 hours, i.e. until 12/04/2007 10:37:43 AM ACST. Please go to <http://www.tolltransitions.com.au/suppliers> to view the Change of Service request detail and to accept or decline.

Regards,  
Toll Transitions

The following is a test case example of the revised Supplier Website folders:

Transitions Management System (C) 2002-2004

File New Options Help

My Work - Suppliers

Find Display 3 Results Find Advanced of 0

Open RFQs Successful Quotes Change of Service Requests Active Purchase Orders Completed Orders Upload ICR ERP Download User Logout Manual

ASXTR Welcome Daryl Bradle

The local date/time is currently Wednesday, 11 April 2007 2:43:46 PM AEST (Please note, that your system is currently setup to use the Australian Eastern Standard Time (AEST) and this is what is used for displaying the closing time of RFQs.)

Change of Service

RFQ	Decline Closing Date & Time	Zone/Route	Start Suburb	End Suburb	Description	Start Date	End Date	Winning Quote No	Total Quote Amount	Conforming	Quote Flags	Accept? Decline?	
1204/2007 10:37 AEST	ADELAIDE-> DARMAN	HOPE VALLEY	CROKER ISLAND	17.85 m <sup>2</sup>	F&PE	18/04/2007	20/04/2007	1	\$4,432.22	✓	4	<input type="checkbox"/>	<input type="checkbox"/>

CRP - Change of Service

RFQ Closing Date & Time Zone/Route Start Suburb End Suburb Description Start Date End Date Total Amount CRP Block Number CRP Period Def Qty City Off City Acc Accept? Decline?

The Supplier Website has a new page header entitled 'Change of Service Requests'. This page houses COS requests for both CRP & non-CRP moves - albeit in different sub folder rows

Please note, the Supplier was issued this COS request on Wednesday April 11 at 2:37p.m. As a result, the Decline Closing date & time has been set automatically in the SQW at 10:37a.m the following day... this allows the Supplier 4 working hours to Accept or Decline the request online, before it lapses & reverts back to Transitions staff to follow-up

You must load or create a new record

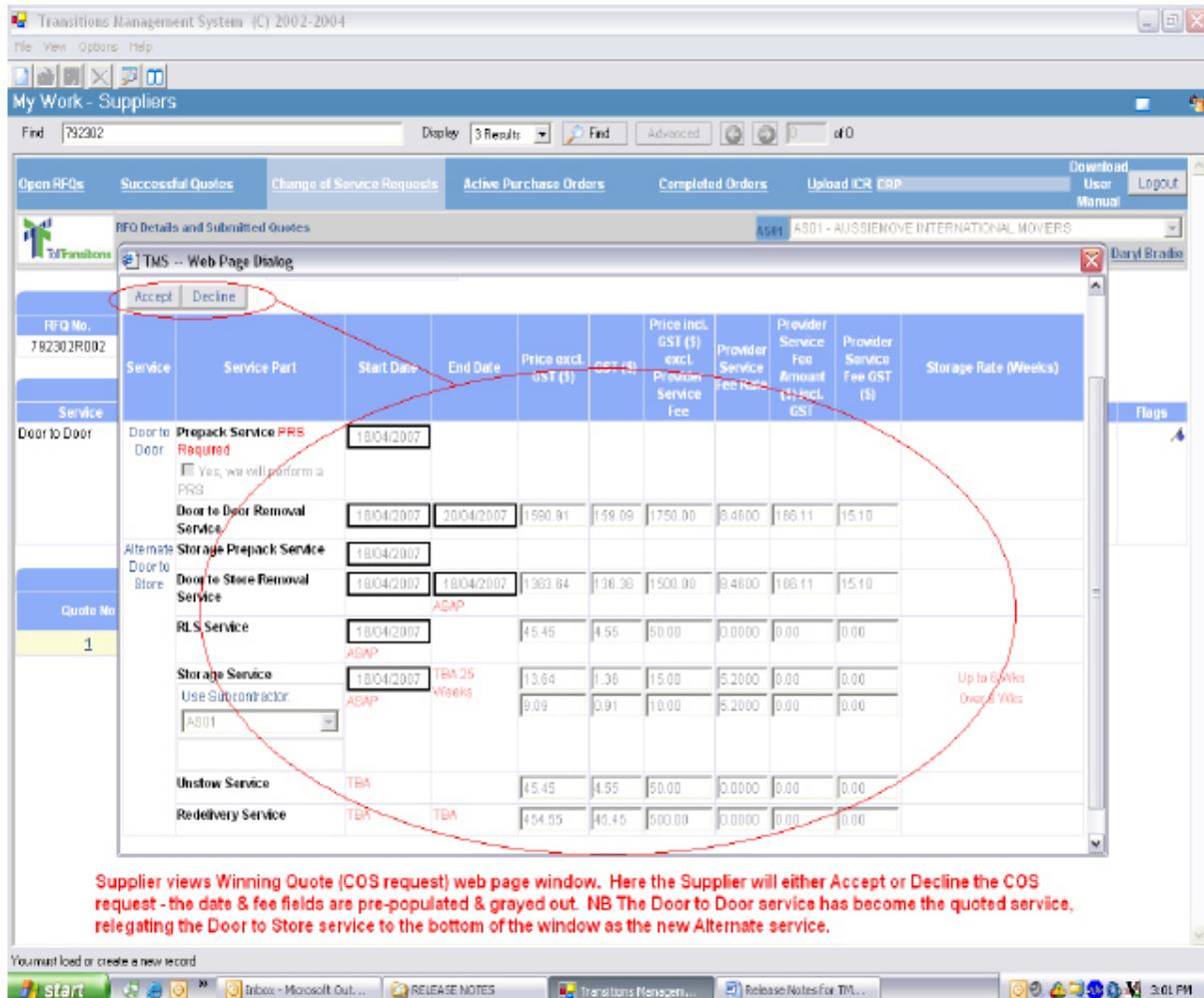
Start Microsoft Outlook RELEASE NOTES Transitions Management... Release Notes for TM... 2:43 PM

Once you enter the Change of Service Requests folder, you will see a Change of Service task to complete.

In order to make your decision, you can either click on the RFQ number hyperlink or the Winning Quote number hyperlink to access the actual request detail.

Please refer below to a test case example of a Change of Service request window.

**NB:** The Door to Door service is now displayed as the requested service at the top of the window. The required Change of Service dates are displayed against the orderline and the fee originally quoted as the alternate removal fee, now becomes the Change of Service request removal fee. Fees and dates cannot be altered in this window.



### Change of Service – Accept

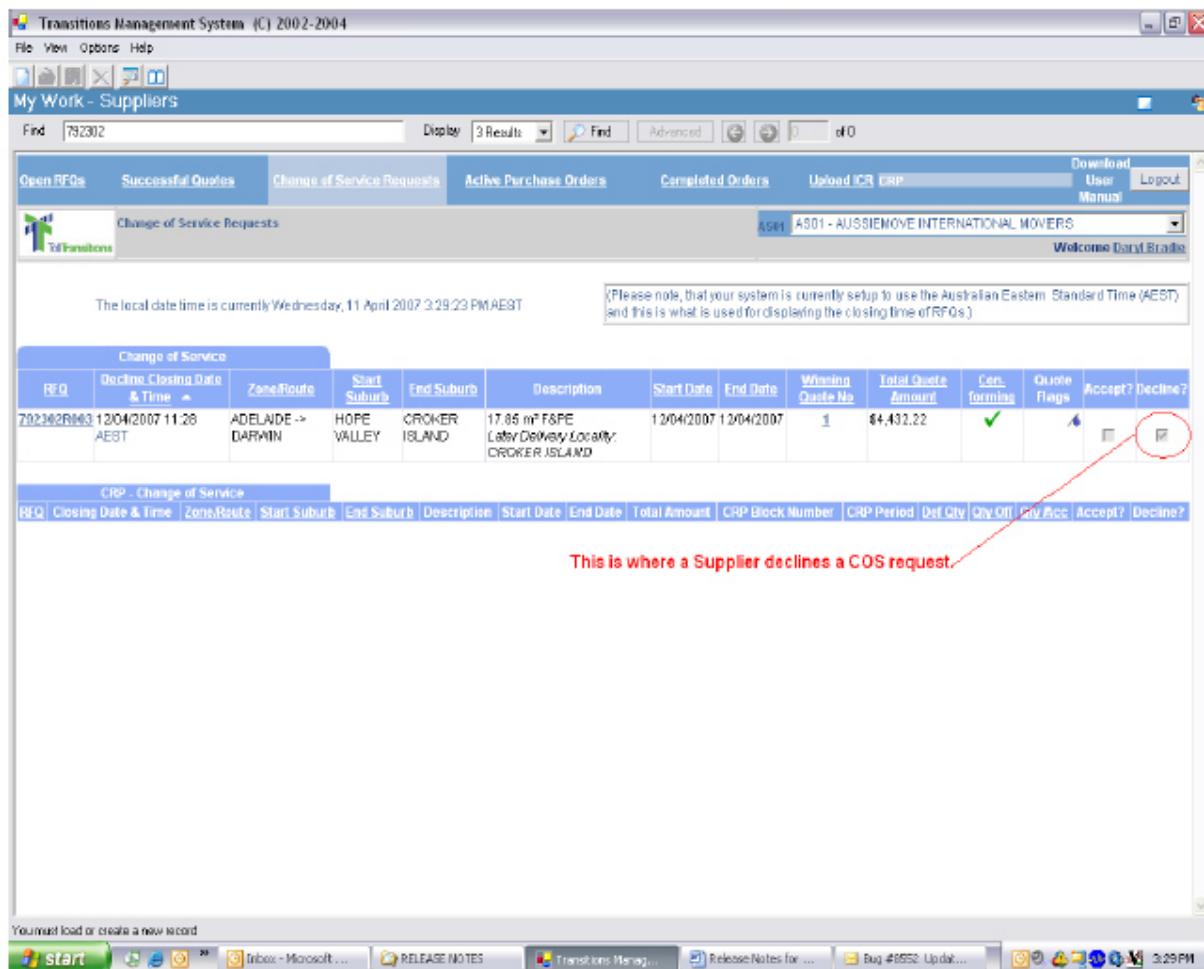
if you accept the Change of Service request, a TMS task will be forwarded to Transitions staff confirming the creation of brand new Purchase Order.

This detail will also be reflected in a new order in your Active Purchase orders folder.

### Change of Service – Decline

If you decline the Change of Service request, or you make no selection & the request timeframe lapses, then a TMS task is forwarded to Transitions staff to follow-up the Service Change directly with you.

**NB:** There are actually two sets of voting options for you to effect the Change of Service request outcome. You can either accept or decline via the upper left hand side of the Change of Service request window (refer diagram above) or to the right of the orderline itself (refer test case example below).



## 8.6 Completing a service

To complete a service, go the tab 'Active Purchase Orders', under the column titled, 'Purchase Order', find the purchase order that has been completed, click on the purchase order number (blue hyperlink) to open the service. Check the box against the service that has been completed (e.g. prepack, uplift and delivery) completed, and save the changes. Toll will be notified automatically once the service is completed.

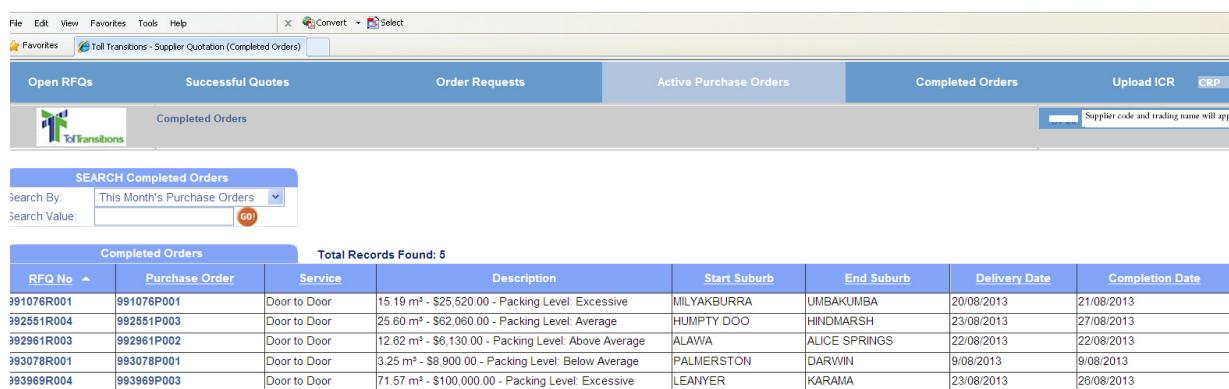
**Note:** Once delivery and redelivery services have been completed, a conforming Inventory Condition Report (ICR) will need to be uploaded within 5 business days to avoid penalties. ICR's are required to process Warranty for our clients. Refer to section 9 for more details on ICR uploads

## 9. Completed Orders

The 'Completed Orders' component lists the Purchase Order (PO) details for jobs that you have completed.

The Purchase Order is automatically moved from the 'Active Purchase Orders' section to the 'Completed Orders' section when the 'completed' checkbox for all service parts within the order have been checked. For example, for a Door to Store service, the PO will move to the 'Completed Orders' section when the completed checkbox for the final service part, being 'redelivery' has been checked or for as Door-to-Door service, it will completed once 'Delivery' has been checked.

After clicking on the 'Completed Orders' tab, the page displayed provides a display and search function to locate the Purchase Order details of completed orders



SEARCH Completed Orders

Search By: This Month's Purchase Orders

Search Value:

Completed Orders		Total Records Found: 5					
RFQ No	Purchase Order	Service	Description	Start Suburb	End Suburb	Delivery Date	Completion Date
991076R001	991076P001	Door to Door	15.19 m <sup>2</sup> - \$25,520.00 - Packing Level: Excessive	MILYAKBURRA	UMBAKUMBA	20/08/2013	21/08/2013
992551R004	992551P003	Door to Door	25.60 m <sup>2</sup> - \$62,060.00 - Packing Level: Average	HUMPTY DOO	HINDMARSH	23/08/2013	27/08/2013
992961R003	992961P002	Door to Door	12.62 m <sup>2</sup> - \$6,130.00 - Packing Level: Above Average	ALAWA	ALICE SPRINGS	22/08/2013	22/08/2013
993078R001	993078P001	Door to Door	3.25 m <sup>2</sup> - \$8,900.00 - Packing Level: Below Average	PALMERSTON	DARWIN	9/08/2013	9/08/2013
993969R004	993969P003	Door to Door	71.57 m <sup>2</sup> - \$100,000.00 - Packing Level: Excessive	LEANYER	KARAMA	23/08/2013	26/08/2013

## 9.1 Searching for a completed Purchase Order

Purchase Order details for Completed Orders can be located using the search function located on the 'Completed Orders' main page.

To display a selected group of completed orders, click on the drop down list beside the 'Search By' box, then click 'GO'. The search options are:

- This month's Purchase Orders
- Last month's Purchase Orders
- Last 3 months Purchase Orders

Open RFQs	Successful Quotes	Order Requests	Active Purchase Orders	Completed Orders																																				
 <span style="background-color: #cccccc; padding: 2px 5px;">Completed Orders</span>																																								
<b>SEARCH Completed Orders</b> Search By: <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="This Month's Purchase Orders"/> <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="This Month's Purchase Orders"/> <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="Last Month's Purchase Orders"/> <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="Last 3 Months' Purchase Orders"/> <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="Purchase Orders in MMYYYY"/> <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="RFQ No"/> <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="Purchase Order No"/> <input style="border: 1px solid #000; padding: 2px; width: 150px; height: 20px; border-radius: 5px; background-color: #f0f0f0; font-size: 10px; font-weight: bold; margin-right: 10px;" type="button" value="Transferee Name"/> <b>Total Records Found: 5</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">RFQ No</th> <th style="width: 10%;">Service</th> <th style="width: 40%;">Description</th> <th style="width: 10%;">Start Suburb</th> <th style="width: 10%;">End Suburb</th> <th style="width: 10%;">Delivery D</th> </tr> </thead> <tbody> <tr> <td>1076R001</td> <td>Door to Door</td> <td>15.19 m<sup>3</sup> - \$25,520.00 - Packing Level: Excessive</td> <td>MILYAKBURRA</td> <td>UMBAKUMBA</td> <td>20/08/2013</td> </tr> <tr> <td>2551R004</td> <td>Door to Door</td> <td>25.60 m<sup>3</sup> - \$62,060.00 - Packing Level: Average</td> <td>HUMPTY DOO</td> <td>HINDMARSH</td> <td>23/08/2013</td> </tr> <tr> <td>2961R003</td> <td>Door to Door</td> <td>12.62 m<sup>3</sup> - \$6,130.00 - Packing Level: Above Average</td> <td>ALAWA</td> <td>ALICE SPRINGS</td> <td>22/08/2013</td> </tr> <tr> <td>3078R001</td> <td>Door to Door</td> <td>3.25 m<sup>3</sup> - \$8,900.00 - Packing Level: Below Average</td> <td>PALMERSTON</td> <td>DARWIN</td> <td>9/08/2013</td> </tr> <tr> <td>3969R004</td> <td>Door to Door</td> <td>71.57 m<sup>3</sup> - \$100,000.00 - Packing Level: Excessive</td> <td>LEANYER</td> <td>KARAMA</td> <td>23/08/2013</td> </tr> </tbody> </table>					RFQ No	Service	Description	Start Suburb	End Suburb	Delivery D	1076R001	Door to Door	15.19 m <sup>3</sup> - \$25,520.00 - Packing Level: Excessive	MILYAKBURRA	UMBAKUMBA	20/08/2013	2551R004	Door to Door	25.60 m <sup>3</sup> - \$62,060.00 - Packing Level: Average	HUMPTY DOO	HINDMARSH	23/08/2013	2961R003	Door to Door	12.62 m <sup>3</sup> - \$6,130.00 - Packing Level: Above Average	ALAWA	ALICE SPRINGS	22/08/2013	3078R001	Door to Door	3.25 m <sup>3</sup> - \$8,900.00 - Packing Level: Below Average	PALMERSTON	DARWIN	9/08/2013	3969R004	Door to Door	71.57 m <sup>3</sup> - \$100,000.00 - Packing Level: Excessive	LEANYER	KARAMA	23/08/2013
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To search for a specific completed order, select the search type from the 'Search By' drop down list, enter one of the search options (listed below) in the 'Search Value' field and click 'GO'. The search options include:

- RFQ Number
- Purchase Order Number
- Transferee Name

## 10. Inventory Condition Report Uploads

In line with clause 7.6 of the Deed of Agreement and the Policy and Procedure for Toll Transitions Inventory Conditions Report (ICR), providers are required to confirm completion of services and to supply a copy of the duly completed ICR to Toll Transitions in a manner as advised from time to time.

Furthermore in line with clause 7.6 (e) Toll Transitions will withhold 10% of the applicable service fee until suitable evidence of the satisfactory completion of services is supplied. Should a provider fail to meet this requirement Toll Transitions may take further action in line with its rights under the Deed of Agreement.

### 10.1 System Set Up & Capacity

Providers need to prepare their systems to ensure that they are able to upload the scanned ICR into SQW.

Basic system requirements:

- Scanner capable of producing good quality reproduction (clear and legible) of the ICR in a single PDF file
- Folder system on PC (or network) to store PDF files pending upload
- Internet Browser Access (Microsoft > up to version 2010)
- User access to SQW

**Note:** Whilst it is possible for a more advanced user to compile a single PDF document using a single page scanner it is highly recommended that providers use multi-page scanners as this will significantly reduce the time taken to scan and upload files. Incomplete ICR's will result in delay in release of the 10% of the service fee.

### 10.2 ICR Upload Required

Providers are required to upload a duly completed copy of the ICR into SQW and against the order service line on completion of the service. This requirement applies to all new orders placed after the previously notified commencement date and 10% of the associated fee will be withheld until the ICR as uploaded is confirmed as meeting Toll Transitions Policy. The services to which this will apply are:

- Door to Door service
- Door to Store Service
- Redelivery from Store Service

The following rules apply:

1. The principal provider is responsible for uploading the ICR into SQW. Subcontractors or branches will not have access to do this
2. ICR must be uploaded in one single PDF file for each inventory – failure to do this will result in rejection or referral to a RRM for investigation
3. ICR file must be legible – if it is not it will be rejected and the provider requested by email to resubmit
4. ICR file must be attached to the correct move and service line – if it is not it will be rejected and the provider advised to correct and resubmit

5. Where an ICR is rejected or referred the 10% is not released and the provider will in these situations be advised by email
6. The ICR must be uploaded into SQW within five business days of completion of the services – this means that if the delivery was on a Monday then the provider has until Monday of the following week
7. When the ICR is uploaded into SQW against the service line or the service delivery check boxes are complete
8. (refer to the section below) 90% of the service fee is released for payment
9. If the ICR is uploaded and is confirmed as meeting the Toll Transitions ICR Compliance Checklist the 10% payment is released and the provider is advised by email.

Providers cannot upload the ICR until the service line completion date has been reached so this means on a:

- Door to store - the into store date
- Door to Door – the delivery to residence date
- Store to Door – the delivery to residence date

(Part ex-stores will be processed on a separate service line and will require upload for each part)

If an ICR is uploaded against a service line, the service will automatically complete.

### **10.3 Upload Timeliness**

Any ICR uploaded later than 5 working days after the date of service completion will be referred as a service failure to the Toll Transitions RSM for investigation. Toll Transitions will recover a minimum administration cost equivalent of one half of one hour where default has been reasonably established. The Provider will then be given a further 3 working days to upload the ICR and should the provider fail to do so within this period a further administration cost will be recovered and all future purchasing from the provider will be suspended until the matter is resolved. In each case the provider will receive written advice of the recovery action, amounts and any further consequences.

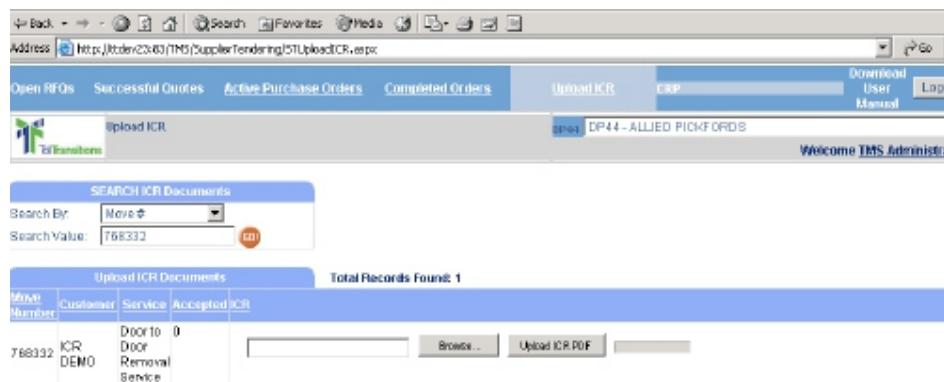
### **10.4 Upload Rules**

1. When scanning the document each PDF file should be clearly labelled to identify the move and service. This will reduce risk of uploading files against the wrong move/service line.
2. The maximum limit for any PDF file is 4MB.
3. The upload ICR facility only applies to Household Domestic Removals.
4. The 10% withholding will only relate to the applicable service line.
5. SQW will only store a maximum of one PDF file per service line. Whilst Provider may overwrite a file that has previously been rejected they cannot upload more than one file against the line.
6. Once an ICR has been uploaded for a service line variations can no longer be added to that service line.
7. The 10% withheld will also apply to any authorised variation amount as well as the original fee.
8. No payment will be released for a service line where a variation is outstanding.
9. Toll Transitions will process uploaded ICR's within 2 business days of receipt. However this time frame does not apply to 'low priority' submissions.
10. Toll Transitions will only process uploaded ICR's during normal business hours in Canberra.
11. 9PM Melbourne time is cut off for end of month.

For orders placed prior to the SQW upload facility coming on line, providers are required to forward a copy of the ICR to the WMC only when requested to do so by the WMC. It is expected that the number of such requests will continue to reduce and will only be applicable to longer-term storage consignments. Providers will not be able to upload these ICR's via SQW and the ICR tab will not be visible. Please refer to 'Notice Lodgement' – ICR Provision" section below.

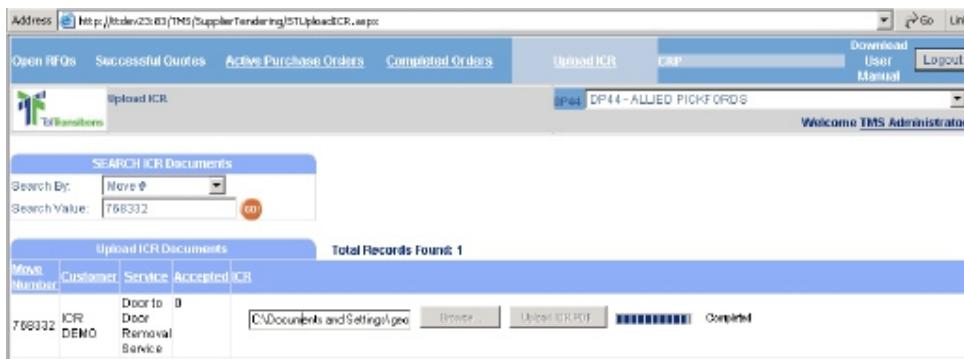
## 10.5 Upload Data Process

1. Enter the move or order number, select the applicable "search by" criteria and click 'GO'.  
The open service line (or lines) for that move is now displayed.



Move Number	Customer	Service	Accepted ICR
768332	ICR DEMO	Door to Door Removal Service	

2. Click the 'Browse' button to locate the PDF file that you want to upload. (Double-check that the ICR being uploaded is the correct PDF before finalising the upload).



Move Number	Customer	Service	Accepted ICR
768332	ICR DEMO	Door to Door Removal Service	C:\Documents and Settings\Ageo Upload ICR PDF Completed

3. Once the file has been located and is displayed click 'Upload ICR PDF'. The bar indicates the progress of the upload and 'Completed' is displayed when the upload is complete.

**Note:** If you are unable to upload a file, please contact the regional Removals Services Manager.

## 11. Contracted Rate Provision (CRP)

Toll Transitions will from time to time seek proposals from Providers for the supply of contracted rate services for defined periods.

Each CRP RFQ issued under these terms will be for a defined sum volume of consignments and will generally represent significantly more than one consignment/removal.

For clarity sake – it will be for a defined total volume of consignments, without reference to any specific individual relocation(s).

The successful Provider will be termed the “Contracted Rate Provision (CRP)”.

### 11.1 Provider Quotation Basis

1. The CRP-RFQ will appear on a separate screen (tab) in SQW “Open CRP RFQ’s”. This tab will only be active if there is an open CRP RFQ’s available.
2. Providers can access and submit quotations up to the CRP-RFQ close date and time. Once the close date/time has passed the Provider may view a submitted quote but may not modify it in any way.
3. There is no restriction on the number of quotations a provider may submit.
4. Providers cannot adjust quotes once submitted – but they may withdraw (cancel) the quote at any time up until the closing date/time.
5. Providers may not enter a non-complying quote.
6. Providers’ quotes will apply for uplifts commenced in the defined period.
7. Where storage related services are involved quotes will be based on redelivery to the defined later delivery location (Delivery Zone).
8. All quotations are on a per M3 basis and are inclusive of GST.
9. Prices are to be supplied for defined services including where required, PRS Fee, Uplift Fee, Handling Fee, Storage Fees (short/long term), Unstow Fee and Redelivery Fee.
10. Providers will be invited to quote based on their approved eligibility.
11. Where the CRP RFQ specifies storage, the Provider must identify the Toll Transitions approved storage location (sub-contractor or branch) to be used.
12. Providers must quote a flat fee for provision of Pre Removal Service based on the uplift locality.